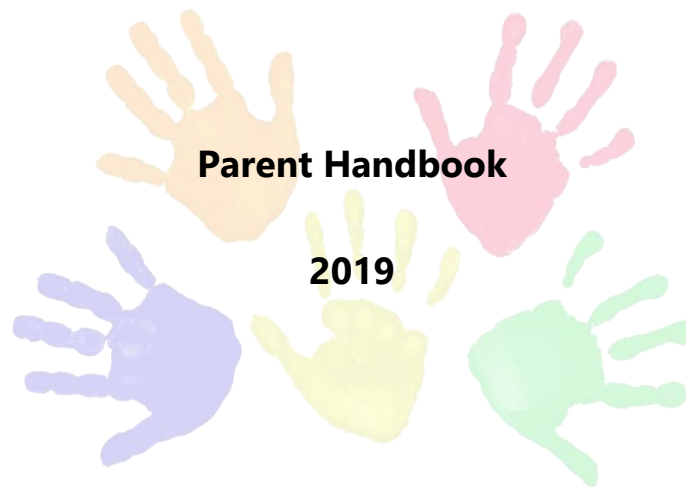


Teena's Family Childcare



Parent Handbook & Essentials

Teena's Family Childcare Mission

We are bridging the gap, so families have a safe, affordable, high quality childcare that is diversified and inclusive.

Teena's Family Childcare Vision **PLEDGE**

We encourage **Play**

We **Love** through action

We promote an environment where children can **Explore**.

We **Develop** an atmosphere where families are joyful, and children thrive.

We enhance the developmental **Growth** of the whole child.

We **Enrich** our families, staff, and community through charitable opportunities.

Teena's Family Childcare

Igniting creativity in every child



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Welcome Families,

Welcome to Teena's Family Childcare. We are blessed that you have considered us to be a part of your family.

I operate a small family childcare. The benefits of being a family childcare provider is the ability to provide that one on one quality care that parents desire for their little bundle of joy, within my safe, and nurturing atmosphere, which makes my In-Home Childcare a premium childcare service.

Teena's Family Childcare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence with a can-do attitude. Allowing children to express themselves in a variety of facets. We strive to make your children's time in childcare the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our program and daily activities. Our objective is to care for your child the same way you would.

At Teena's Family Childcare, our program for the children will be exposed to a play-based learning environment. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theatre and art/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary and a healthy balance of indoor and outdoor free play, group activities, learning center activities and we're excited to say that we've recently added technology into the program. Your child will have advantage of learning through ABC Mouse!

This handbook has been created so that there are no misunderstandings, and so that everyone is aware of the requirements of Teena's Family Childcare, as well as the requirements of you, the parents/guardians. You will find our childcare philosophies, business policies and expectations. Please read carefully!

Teena Leach
Director/Owner

Admissions and Attendance

The admissions process begins with a visit to the childcare and a meeting with the provider. This is your time to learn first-hand about Teena's Family Childcare community.

Enrollment and Tuition

Returning all requisite forms and paying required fees completes the admissions process. Together, your Enrollment Agreement and the Parent Handbook govern the contractual relationship between your family and Teena's Family Childcare. If you have questions after reading both documents, please feel free to contact the director for an explanation or clarification of any policies or procedures.

We request that all tuition payments be made in advance of services. Your Enrollment Agreement provides further information on the date's payment are due. We urge you to make payments in a timely manner, as we must add a daily charge to any delinquent accounts.

Registration Fee

A one-time non-refundable registration fee of \$50 is required upon enrollment and will be collected at the time of enrollment.

Deposit

A 2 weeks deposit is due prior to your child's first day of care. The deposit will be refunded if two weeks written notice is given before you withdraw your child.

Late Fees

There will be a daily late fee in the amount of \$5 for tuition payments received after the close of business on Monday. A late fee of \$10 will be assessed for each 15 minutes after 6:30 p.m. this must be paid at the time of pickup.

Methods of Payment

Parents may pay for tuition with cash, credit, or check. A \$25 fee will be assessed for any returned check. If 3 or more checks are returned, parent(s) will be asked to make all future tuition payments in **cash only**.

Waiting List

To provide a quality program in which every child enrolled at Teena's Family Childcare receives an appropriate amount of individualized attention, we must limit our class sizes. If we cannot immediately accommodate your child when you apply, we will place your child on our waiting list. We take into consideration the following factors when making developmentally appropriate classroom placements:

- Sibling of child currently enrolled
- New children referred by parents with children already enrolled, based on the date of the completed application, with registration fee.
- New children, based on date of application, with registration fee.

Please note that if you decline an enrollment opportunity, we will extend that offer to another child on the waiting list.

Forms

Please complete and return the following forms to the director prior to your child's first day.

Enrollment Agreement

Enrollment Agreement outlines all terms, including, without limitation:
Tuition, registration and other fees.

Immunization Certificate and Physical Exam

State regulations for family child care require that a current, completed physical examination form with immunization records must be signed by your pediatrician and placed on file prior to your child's start date. You will need to update our records periodically.

Emergency Information

This form contains your contact information as well as those individuals whom you authorize to pick up your child. In case of a serious medical or dental emergency, you will be contacted first. If you are not available, we will attempt to reach other emergency contacts per your authorization.

Parent Authorization and Consent

If we cannot reach you during an emergency, this form provides authorization for our staff to provide basic first aid and/or to transport your child for necessary medical treatment. This form lets us know whether you authorize specific activities in your child's daily routine.

Personal Childhood History

This gives us background information on your child, including family life, special interests, likes and dislikes, physical abilities, and social behavior. It also gives us insight into your child's eating, sleeping and bathroom habits.

Behavior Management Policy

This outlines our policies regarding children's behavior management and discipline with in your *Enrollment Agreement*

Publicity Release Agreement

This gives us permission to photograph your child during our normal daily routine. It also authorizes us to use the photographs for promotional purposes, and to send them to you at your home and/or business. Please note that employees are authorized to provide personal information about your child (name, address, telephone number, school location, etc.) to others only with receipt of your written authorization.

First Day Checklist/Parent Handbook Receipt

We require a signed copy of the *First Day Checklist*, on file at the daycare to acknowledge that you have received the Parent handbook and that you understand all of Teena's Family Childcare policies and procedures.

Diet Restriction Letter (if applicable)

This provides us with information on any food restrictions related to allergies, religious observations, personal preferences or other reasons.

Medical Order Form (if applicable)

This form must be completed before we can administer any medication to your child. Please see our full policy on administering medication.

School Age Transportation Plan (if applicable)

This authorizes the transportation of your child either by school bus or by a Teena's Family Childcare vehicle.

Infant/Toddler Schedule (if applicable)

This provides us with information on your child's eating, sleeping, bathroom habits and other preferences important to a daily routine.

Infant Safe Sleep Policy (if applicable)

This document, for children in our Infant room, outlines Teena's Family Childcare procedures for Infant Safe Sleep.

Additional forms may be needed or may differ based on current state regulations.

Americans with Disabilities Act

We provide services for children with disabilities whose limitations can be reasonably accommodated. With the assistance of families and health professionals, our programming is designed to help meet children's individual needs on a reasonable basis. Please be open and honest with the academy's administration about any physical or developmental concerns you may have about your child. Only through open communication can we provide the best care and education possible.

Disenrollment

On rare occasions, our academy may not meet the needs of an enrolled child. In such cases, and in the best interest of that child as well as the staff and other children enrolled in the academy, we may request that parents withdraw their child. Typically, we provide parents at least two-week advance notice to make alternate child care arrangements. However, certain circumstances may result in immediate termination of services. Provider may terminate service at will or without notice for non-payment, and or not limited to misconduct from parent. *(Please see your Enrollment Agreement.)*

Sick/Personal Days

As strong as our immune system has become, we too unfortunately still get sick from time to time. Teena's Family Childcare we're allotted 7 sick/personal day per year **paid**. These days are also used for our continuing education classes (CPR, Peds First Aid) etc. to keep our childcare in compliance with the State Regulations and Licensure. We will provide parents with as much notice as possible.

Absences

If your child will be home due to illness, or any other reason, you must notify me no later than your regular drop off time. Please note we do have a 10:30 a.m. cut off time for drop-off in efforts to minimize distractions leading into our morning snack and nap time. Due to limited space availability Teena's Family Childcare cost remain fixed even when a child is not in attendance, parents are responsible for full tuition fee as contacted when a child is absent. This includes but limited to sick days, days off from work, family vacations that were not advised by a written notice etc. Due to concerns for child safety, if a child is absent for more than 2 business days without parent notifying myself, a call will be made to the parent to determine the child's whereabouts.

Vacations/Illnesses

I, Teena Leach will receive two weeks **paid** vacation per year. During this time Teena's Family Childcare will be closed. Tuition is expected to be paid as normal. Parents will receive at least 30 days advance written notice of the exact dates. During this time, it is the responsibility of the parent to arrange for substitute care.

Family Vacations

Each family will receive 1 weeks' tuition free for family vacation per year. This cannot be taken as individual days but only as a whole. A 30-day written notice is required. If you plan on keeping your child out of care for longer than 1 week, tuition must be paid up front for the remaining vacation period to hold your child's slot. **This perk is reserved for full time families only who have attended Teena's Family Childcare for a minimum of 90 days.**

Holidays

Teena's Family Childcare traditionally closes for the following seven holidays and one ½ day each year:

New Year's Day	Martin Luther King, Jr., Day	Memorial Day
Independence Day	Thanksgiving Day	Labor Day
Christmas Eve @ 12pm	Christmas Day	

Additional closings, if there are any, are specified in your Enrollment Agreement. We do charge full tuition for holidays. Should the traditional holiday occur on a Saturday, we will close on the Friday prior to the holiday. If the holiday should occur on a Sunday, we will close on the Monday following the holiday.

Severe Weather/Disaster

Teena's Family Childcare recognizes that you rely on us to provide care for your child even when there is severe weather, and we make every effort to do so. Teena's Family Childcare is typically open on time—even in the event of severe weather. In the event of a localized disaster or state of emergency, we may close. Teena's Family Childcare will notify you via a predetermined form of communication prior to opening. (i.e. Facebook, website or phone) If an emergency forces a closure while children are in childcare, we will call you immediately. Please ensure that we always have up-to-date emergency contact information. We do charge full tuition for these days regardless of the closure. **Teena's Family Childcare follows JCPS (Johnston County Public School System) schedule regarding emergency closings.**

Late Pick Up

Please make every attempt to pick up your child in a timely fashion. If a child is left at the daycare for a half hour or more after closing, and the parent's whereabouts are not known, Teena's Family Childcare reserves the right to call the proper authorities to pick up the child. We do charge a fee when children are not picked up on time. The Fee associated with late picks is \$15 for every 10 minutes the parent(s) are late. A phone call does not negate the tardiness and payment is still expected.

Childcare Security

At Teena's Family Childcare, your child's safety is our top priority. We take all the necessary measures to ensure the safety and security of your child. Our facilities and outdoor play areas have secure entries and exits that are carefully maintained and regularly updated. Please take a moment to review the following policies that, when complied with completely and regularly, offer you peace of mind while your child is in our care.

Entry/Access

Teena's Family Childcare uses a secure, keyless entry to gain access into the home. Each parent/ guardian will be provided the four-digit PIN that must be used each time when entering daycare once you have enrolled your child and paid all applicable fees. This access is granted only between my normal business hours of Mon-Fri 6AM-6:30PM. The only person(s) allowed to have the key code is the parent(s) of the child. Under no circumstances should this key code be given to anyone. If you have an alternate person picking up, they will have to ring my doorbell for access. This is my home and safety for your child and my own are top priority.

Signing Your Child In/Out

Signing a child in or out is imperative. All parents/guardians must sign their child(ren) in/out. We will release children only to individuals listed on the *Emergency Information Form*. Please remind you're your emergency contacts that any individual who pick up a child in an emergency will be asked to present proper ID and must possess an appropriate-sized child safety seat. The child will not be release to a person not authorized unless you notify us in writing.

Privacy Policy

Under no circumstances are the employees of Teena's Family Childcare permitted to provide any information about your child (including whether the child is enrolled at the daycare or if he/she is in attendance at the daycare on a particular day or at a particular time) unless you have provided written authorization for that person to receive such information.

Parent Custody and Visitation

If a family member is denied custody of, or visitation rights for, a child, or if those rights are in any way limited by a court order, please provide a copy of the related legal documents to Teena. We will store your documents in our child's file and will treat them as strictly confidential. If we do not receive copies of all relevant legal documents, we may not be able to follow your wishes regarding visitation and pick up.

Please know that we enforce our security policies and procedures to provide the maximum level of safety for every child who attends Teena's Family Childcare.

Transportation

We offer transportation services where Teena's Family Childcare may transport children to and from school or field trips using Teena's Family Childcare vehicle or public vehicles. Teena's Family Childcare requires a signed and fully completed School Age Transportation Plan form that allow us to transport your child. If the daycare does not receive a completed form from you, no transportation can be provided for your child.

School-aged children are placed on the school bus/ Teena's Family Childcare vehicle by qualified staff. Staff members mark the roster once a child is placed on the bus/vehicle, and again upon returning. Please notify Teena if your child will not be returning to the daycare at the end of the day. If a child is not brought to the daycare in the morning, please let Teena know whether your child will or will not be attending the daycare after school. If your school-age child does not return to the daycare in the afternoon— regardless of morning attendance—you will be notified immediately.

Walker/Bike Rider Policy:

Children in grades 1-6 are permitted to walk to daycare and or home when written permission from a parent/legal guardian is on file at Teena's Family Childcare. The Walker/Bike Rider Policy (can be requested from the provider) has been developed to give parents of Teena's Family Childcare children in grades 1-6 the option to authorize the release of their child to walk home. This policy will remain in effect for the duration the child is enrolled at Teena's Family Childcare. To help assure the safety of the child, the following conditions must be met for Teena's Family Childcare to release the child:

- _____ The child must be in grades 1-6. Younger siblings in grade K are not permitted to accompany the child.
- _____ A completed Walker Policy form must be completed by the parent/guardian and must be on file with Teena's Family Childcare before the child can be released.
- _____ It is the responsibility of the parent/guardian to determine that the child has the necessary maturity level and skills, and to review safety procedures with the child before authorizing release.
- _____ The time of release is no later than 5:45 p.m. or sunset, whichever comes first.
- _____ The child must first get permission from the provider or staff member and then sign out on the attendance sheet before leaving.
- _____ The child must walk home or to a designated activity/destination if parent is not picking up from daycare.

Smoke-Free Environment

Teena's Family Childcare maintains a smoke-free environment. When dropping off or picking up your child, please do not smoke in view of children.

Learning Environment

When it comes to learning, Teena's Family Childcare is committed to educating the whole child: cognitively, emotionally, socially, and physically. We teach children developmentally appropriate concepts and incorporate them throughout each day- even during play. This method inspires children to discover their individuality and build self confidence in their understanding of the world.

We create lesson plans that are hands-on, which allows for a learning experience that is full of creativity. Keeping our curriculum fresh we're constantly revising and improving.

Center-Based Learning

We believe that young children learn best when they can use their whole bodies, explore freely, talk about what they are learning, and interact with others. At Teena's Family Childcare we take full advantage a center-based learning approach. This approach allows for children to play and learn at the same time.

Learning Centers

Our learning centers contain a variety of developmentally appropriate, hands-on materials that are accessible to children. You will find blocks, transportation, library, dramatic play, music, art and writing. Material available will be tailored to the different themes being presented.

Learning Center Experiences

Language Arts: Early literacy skills (auditory and visual memory and discrimination, left-to-right progression and letter recognition), basic reading skills, fine motor development for pre-writing skills, listening and verbal communication skills

Science: Observation, comparison and exploration of living things and the environment

Math: Developmental experiences in pre-number concepts, size and shape relationships, number concepts and activity with numbers

Art: Creative processes that allow for choice, exploration and imagination using a wide variety of materials

Creative Movement/Drama: Role-playing, puppetry, dance, story dramatization and music activities

Health and Safety: Body awareness, nutritional health habits and safety habits

Foreign Language: Knowledge and understanding of Spanish and sign language

Social and Emotional: Participating in group routines, relating with peers and adults and learning to solve problems

Technology: Activities to introduce children to today's technology

Our programs are planned for all age groups.

Age Appropriate Curriculum

Infant Program: Teena's Family Childcare works with each child, accommodating each child's physical, cognitive and psychosocial stages of development. We provide infants with toys and materials to stimulate fine motor skills.

Toddler Program: This program promotes social, emotional, physical and language development. We provide fun and educational materials to encourage children to explore, experiment and gain an understanding of the world around them. We include individualized and group activities in the program.

2-Year-Old Program: We encourage children to develop their language skills through interactive communication and other activities. Daily activities may include story time, learning games and independent choice activities.

3-Year-Old Program: This program promotes the development of imagination and language. Children are encouraged to speak in full sentences, listen to short stories, identify shapes and colors and begin to recognize individual letters of the alphabet. The program further promotes independence, cooperation and mutual respect.

4-Year-Old Program: This program focuses on the development of pre-reading and writing skills. We continuously develop motor skills through indoor and outdoor activities and place an emphasis on each child's readiness for school.

5-Year-Old Program: Activities in this program enable children to apply concepts, thought processes and skills during planned learning experiences. We emphasize recognizing upper- and lower-case letters, developing phonetic awareness and identifying letters by their sounds. Throughout the program, we also emphasize preparing the children for elementary school.

School-Age Program: The primary emphasis of this program is to provide a safe, secure and enjoyable learning environment for children. The program includes activities in arts and crafts, science and discovery, dramatic play and constructive building. The program encourages children to socialize in an age-appropriate setting.

Summer Program: This summer program focuses on recreation and socialization through outdoor activities and interactive field trips. The goal of this program is to foster learning in a creative, relaxed and fun atmosphere.

In the Classroom

Every time a new child enrolls in Kiddie Academy®, our community grows a little more. Those first few days and weeks are an exciting time for us, and we hope for your family too. Naturally, you'll have a lot of questions, from the practical, like "What should my child wear?" to the personal, such as "How will my child handle the transition?" This section of the handbook was developed to respond to your questions, and to help best prepare your family for becoming a member of our thriving community. To assist you, our *First Day Checklist* on page 20 and page 31 is a helpful reference that will prepare and remind you of the items that you will need to bring from home. Keep those pages marked and handy for easy reference.

First Day Prep

It's normal for children to feel anxious when they enter a new situation. As a parent, you can help tremendously to make this transition go as smoothly as possible. Look at some of these helpful tips we've compiled to help your child adjust to a new environment.

Talk to your child

Talking in advance about all the fun that will take place during the day and about how at the end of the day, your family will reunite and talk about all the fun activities your child has participated in, and all the new friends he or she has made.

Share a positive attitude

Children often sense the attitudes of the adults around them and take them on as their own. If you show a positive attitude about child care, chances are your child will as well. Remember to give your child reasons to be excited about child care; reference the positives like making new friends, having fun at playtime and exploring new activities and toys.

Communicate

We understand that leaving your child in the care of someone else may be hard for you. You may worry about your child's behavior and whether your child will be liked by other children. You may wonder how much attention and stimulation your child will get throughout the day. We understand that each child has different needs; by sharing with us in advance as much as possible about your child, we can best attend to these individual needs. Tell us your child's habits regarding napping, eating, bathroom, likes and dislikes and information about your child's general development. That way, we can take into consideration these unique characteristics as we help your child adjust to this new situation.

Tips

- Be aware that all children will interact with the teacher, staff, provider and other children at their own pace. Children who are shy or need time to observe their social environment before diving in, will normally reject social interaction if forcing the child to quickly socialize.
- Always make sure that your child knows when you are leaving. Say goodbye and offer a hug and a kiss. Also, be sure to state that you will be back later in the day. Avoid sneaking away. Tears at departure time are normal and, in most cases, stop shortly after parents leave.
- Be on time when you pick up your child. This builds your child's trust and understanding regarding child care; it will also help ease the separation when you leave each day. When you arrive for pick up, locate and say hello to your child first before talking to the teacher about how the day has gone.
- Many children find comfort in special toys, a family photo or accessories from home. If you think that having a special item from home would ease the transition, please feel free to contact the provider to discuss what items from home are permissible at the daycare.
- Expect a reasonable amount of adjustment time. Recognize that every child adjusts to new situations at different rates. Some children will adjust to a new childcare situation almost immediately. Others will take longer.

FIRST DAY CHECKLIST

To ensure that we have all the items from home your child will need daily at Teena's Family Childcare please drop off the following items before the first day of enrollment. Please label all personal belongings. Some items will need to be taken home daily (to be washed and reused the next day), or weekly (to be laundered and brought back with you the following week):

Infants and Toddlers:

- | | |
|---|--|
| <input type="checkbox"/> Crib sheets | <input type="checkbox"/> Diaper, powders,
ointment, sunscreen, etc.*
*(require parent/guardian signature) |
| <input type="checkbox"/> Formula, bottles, food
(labeled with child's
first and last name and date) | |
| <input type="checkbox"/> Diapers | <input type="checkbox"/> Change of clothes |
| <input type="checkbox"/> Family Photo | <input type="checkbox"/> Required forms |

Preschool and School Age:

- | | |
|---|---|
| <input type="checkbox"/> Rest time items
(blanket and sheet) | <input type="checkbox"/> Diapers, if applicable |
| <input type="checkbox"/> Sunscreen* | <input type="checkbox"/> Change of clothes |
| <input type="checkbox"/> Family Photo | <input type="checkbox"/> Required forms |

Forms:

Please reference pages for an explanation of each form that is required to be returned prior to your child's first day. There may be additional forms required.

- *Enrollment Agreement*
- *Immunization Certificate and Child Health Record*
- *Emergency Information*
- *Parent Authorization and Consent*
- *Personal Childhood History*
- *Behavior Management Policy*
- *Publicity Release Agreement*
- *Signed copy of the First Day Checklist*
- *Infant/Toddler Schedule (if applicable)*
- *Medication Order Form (if applicable)*
- *School Age Transportation Plan (if applicable)*
- *Infant Safe Sleep Policy (if applicable)*
- *Prevention of Shaken Baby Syndrome & Abusive Head Trauma (if applicable)*

All Enrollees:

Once you have been notified of acceptance for enrollment, please complete the admissions process by taking the following steps:

1. Complete and submit all forms necessary for enrollment.
2. Submit your child's required proof of immunization and physical exam report form completed and signed by a physician. Please note that immunization requirements must be met in full before your child may participate in any activity held at Teena's Family Childcare.

Please sign and date the copy of the *Parent Handbook* Receipt found on page and return it to the daycare provider by your child's first day.

Dress Code

Children engage in a lot of active indoor and outdoor play at Teena's Family Childcare. For comfort every day, please dress your child in clothing that is functional, practical, comfortable and kid-friendly. Choose play clothes that are easy to put on, encourage mobility for running and play times, allow independence in the bathroom, and permit your child the freedom to draw, paint and engage in activities. Please refrain from dressing your child in expensive clothing or bringing fragile personal items to the daycare. We cannot accept responsibility for damage to clothing or personal items. Please note that we require children to wear secure closed-toed footwear year-round to prevent injury from running, jumping and climbing. We do not permit sandals, flip flops or jellies. Socks and tennis shoes are the best footwear for kids on the go for both comfort and safety. We also permit Velcro or slip-on style shoes.

Bring a Change of Clothes

Accidents happen. Please pack a seasonally appropriate change of clothes (including socks and underwear) in a paper bag marked with your child's name and place it in your child's cubby or give it to the teacher. Be sure to replace this extra set of clothes as seasons change and your child grows. Elementary school-aged children will benefit from the same suggestion—even older kids sometimes have accidental spills at lunch and during art class.

Personal Belongings

In most instances, we discourage bringing personal toys and games from home, but there are exceptions. Children do bring in toys or other personal items from home for "Show and Tell" days. They also, may bring in stuffed animals that act as a "sleep aid" during rest periods. And we always welcome books from home to be shared at circle time. Please mark all personal items with your child's name, and remember that we cannot accept responsibility for damage to, or loss of, personal items.

Day-to-Day Routine

Posted on the *Family Information Board* where it maintains daily schedules, menus, lesson plans, and other pertinent information about the daily routine or as required by state regulations. We encourage you to refer to this resource, so you know your child's daily activities. You may want to use this as a reference point when having conversations with your child about what will happen at the daycare that day.

Rest Time

Daily, children are given a period to rest quietly on their cots with their blankets brought from home. Your child may also bring a small stuffed animal from home for rest time. We send home all blankets, pillows and stuffed animals weekly to be washed. Check with the provider regarding state regulations about bedding. We will never force children to sleep, but we do encourage respect for those children who are sleeping.

Toilet Training

We at Teena's Family Childcare are happy to work with you and your child to promote consistency in toilet training between home and the daycare. Please know that we will not force any child to use the toilet, nor will we punish children for not using the toilet. We encourage potty training at the age of 2 years old! The initial start begins at home for at least 2 weeks with success. Parents will be required to supply pull-ups, training underwear, and additional sets of clothing. Communication between both parent and provider is needed for a successful transition into toileting. Both parents and provider must be in agreeance with potty training. I cannot accept a child into my program after age 2 who are not willing to begin potty training.

Positive Guidance and Re-Direction

- Physical punishment will never be used. No child will be subjected to cruel or severe punishment or verbal abuse.
- No child will ever be shamed, frightened or humiliated.
- No child will be denied food, toileting or rest privileges as punishments.
- No harsh or profane language or implied threats promising physical punishment will be used.
- No child will be punished for soiling, wetting or not using the toilet.

Positive Guidance focuses on acknowledging children's feelings and emotions, as well as focusing on the positive aspects of children's actions and interactions with one another. It is a technique that allows teachers to guide children through difficult social situations, rather than separating the children from a group or disregarding their feelings.

We praise and recognize children for appropriate behaviors and their attempts at solving problems. By providing children with social scripts, problem-solving techniques, self-calming activities, and choices and activities geared toward them interests, we give children the tools they can use for lifelong success in every situation.

Behavior Management

If a child displays inappropriate behavior on an ongoing basis, the provider will observe the classroom and the child's behavior, then set up a meeting with parents and staff and develop a specific program—agreed to by all parties—to implement during daily programming. If such efforts do not improve behaviors, disenrollment of the child may occur. One week's notice will be provided for disenrollment, unless the inappropriate behavior jeopardizes the health or safety of other children or members of the daycare staff. In such cases, immediate disenrollment or suspension may occur.

Biting

Child care experts agree that biting is not uncommon among young children, primarily because of their lack of communication skills. Children who engage in this behavior usually stop through the guidance and direction of family and teachers. Our staff handles biting incidents by redirecting children from the situation. If another child is bitten, we immediately wash the site with soap and water, complete an *Incident report* and notify the parents. If biting behavior continues, a parent conference will be scheduled to discuss ways to work toward correcting the behavior. Disenrollment may occur if there is no improvement in the behavior.

Field Trips and Special Visitors

To enrich and enhance the day-to-day learning experiences in the classroom, we occasionally will have special visitors to the daycare or plan a field trip for the children. Buses provide transportation for field trips. All permission slips must be signed by parents or guardians and returned, along with any fee, prior to attending the field trip. Children anticipate these special trips. We encourage you to serve as a volunteer assistant on field trips to experience these special days with your child first-hand.

Birthdays

Birthdays are a very special day for your child, and we want to help celebrate the day. Due to health regulations, please contact your provider in advance regarding the daycare snack policy.

Photography

During the school year, individual and class pictures will be taken by a professional photographer and made available for purchase. We will let you know the dates of these pictures in advance. We also request that you complete, sign and return a photo release in advance. This allows us to photograph your child and permits us to use any photographs to highlight the daycare activities. If you have questions or concerns about the use of photography, please contact the director for further information.

Supplies

There will be a \$50 quarterly supply fee annual that is expected to be paid on the 1st week of the quarters Jan 1th, April 1th, July 1st, & October 1st. This fee is non-refundable and will be used to enhance the learning environment with materials and the daily needs of your child.

Parents, Partners in our Community

At Teena's Family Childcare, we believe that strong parent and teacher communication is critical to building your child's self-confidence and ensuring your family's continued satisfaction.

Open Door Policy

Teena's Family Childcare endorses an "open door" policy. We welcome your questions, comments and suggestions at any time. We also encourage families to visit at any time to participate in daycare activities or join your children for lunch. We also encourage you to participate in classroom activities. You can volunteer to read stories; be a field trip chaperone; or share with your child's class your occupation, travels, cultural information or special talents.

Family/Teacher Conferences

We schedule family/teacher conferences each year to discuss your child's progress. In addition, families, teachers or the provider can request a conference at any time.

Newsletters

We make newsletters available to families on a regular basis. Please take the time to read them, as they offer an overview of upcoming classroom activities, daycare-wide activities and general reminders and information.

Our Staff

At Teena's Family Childcare, we take pride in our well trained and qualified staff. As a highly respected child care provider, our rigorous hiring and training programs ensure that our educators always provide the most comprehensive and supportive care possible. Additionally, all our educators are required to participate in ongoing professional development programs. We require background checks through local, county, state and/or federal agencies prior to employment. We obtain medical history information for staff members and keep it on file in the director's office. It is available for review by local health and licensing officials.

Equal Opportunity Provider

The Teena's Family Childcare program is an equal opportunity child care provider. We accept applications for admission without regard to race, color, national origin, sex, sexual orientation, disability, age, religion or any other status protected by law.

Reporting Child Abuse/Neglect

All Teena's Family Childcare personnel are required by law to report any suspicion of child abuse (physical, sexual or emotional) or neglect to the proper authorities. All investigations are confidential; therefore, staff members are not at liberty to discuss them, even with parents. Our staff attends training classes to become more aware of indicators of abuse or neglect.

Outside Babysitting Services

Upon hire, our staff members agree not to accept offers for babysitting engagements from families who have a child enrolled at the daycare. This includes families seeking to hire a staff member on a full-time basis or to baby-sit or transport children in their personal vehicles. Because of this policy, we ask that all families refrain from asking staff members to enter such an arrangement.

Health and Safety

Teena's Family Childcare recognizes that a healthy environment is essential to your child's growth and development. From nutrition to sick children to first aid, we have policies and procedures in place to make certain your child is cared for. so that we can serve a nutritious and well-balanced lunch as well as a morning and afternoon snack. All children get sick from time to time, and our Sick Child Policy helps to maintain the environment for all the children in our care.

Infants

You determine your infant's feeding schedule. During feeding times, we hold and talk to babies. Please provide us with freshly prepared bottles and food daily, until your child is ready to begin eating Teena's Family Childcare menu items. Always label bottles and food containers with your child's first and last name and the date.

Food from Home

Because our food program is such an integral part of our curriculum and learning, we discourage parents from bringing lunch or snack items from home. Except for infant formula and breast milk, health codes prohibit parents from bringing dairy products from home.

Food Allergies and Dietary Restrictions

We recognize that food allergies are common among young children. To be able to accommodate every child's special dietary restrictions, we ask parents of children with food allergies to document—with the help of their pediatrician—all necessary and related information. We substitute food items on our menu for those children who are allergic. Due to the large number of children with peanut allergies, we do not serve peanut products. If your child will need substitute food items due to religious or cultural preferences, please provide this information to the provider.

Sick Child Policy

If your child becomes ill, we will call you or a designated adult included on your *Emergency Information* form as soon as possible so that your child can be picked up from the daycare. While your child waits for you or another trusted adult to arrive, he or she will rest quietly away from other children.

Specific Symptoms and/or Conditions

To maintain the healthiest environment for all children, we ask that parents please be respectful of the other attendees and staff members, and refrain from bringing children to the daycare when a child exhibits any of the following:

- A contagious or communicable disease
- A temperature of 100 degrees or higher
- Heavy nasal discharge that is yellow or greenish in color

- A persistent cough
- Draining eyes, ears, nose or any open sore
- Diarrhea or vomiting
- Lack of proper immunizations
- Inability to participate in play both indoors and outdoors
- Strep throat (child must be out of the daycare for a minimum of 48 hours and must be taking prescription medication)
- Unknown questionable rashes and impetigo, measles, chicken pox, etc. Highly infectious conditions will require a physician's written approval before returning to the daycare. Teena's Family Childcare reserves the right to require a physician's written approval to return to the daycare due to any illness.

Note: children who have been sick must remain fever-free for 24 hours before returning to the daycare. All children must have a current and complete record of immunizations before attending the daycare.

Medications

In keeping with state regulations, Teena's Family Childcare may not dispense any medication to your child without your written authorization via a *Medication Order* form completed by both you and your pediatrician. By filling out this form, you give us designated, trained staff permission to administer the medication. The *Medication Order* form must include dosages, start/end date, and possible side effects. This form also serves as a record of dosages given to your child. All medication must be in its original container, labeled with the child's complete name, address, physician's and pharmacy's name and phone number, recommended dosage, and times and method of administration. When children complete prescribed treatment, we return any remaining medication to parents. Over-the-counter medicines such as aspirin, cough syrup, etc., will be dispensed in accordance with the state child care regulations. If in doubt, please discuss the policy for administering medicine under your state's regulations with the director. Sunscreens and topical lotions may be applied as needed under written parental instructions. A *Medication Order* form may be needed based on each state's requirements.

Parents must hand all medications, instructions and consent forms to me personally.

Accidents and Incidents

It's not uncommon for children to receive bumps and bruises on occasion. The staff will use basic first aid procedures to care for bumps and bruises. If more care is needed for the injury, we will ask that you follow up with a physician's visit or seek emergency medical care. Sometimes children are involved in various "incidents" worth documenting. You will be notified of these events through an *Incident Report* form that will be provided to you when you pick up your child. The form requires your signature, thereby letting us know you have been made aware of your child's accident/incident. We place these reports in the individual child's file. Parents whose children are involved in an incident may request a conference to discuss strategies to prevent future occurrences.

Emergency Procedures

At Teena's Family Childcare every effort is made to keep your child safe during the day. Though rare, emergency situations do sometimes occur. Please know that as our staff members respond to emergency situations, your child's wellbeing remains their top concern. In emergency situations, our priority is to control the situation and communicate your child's status to you as soon as possible. We welcome your specific questions regarding the training of our staff in response to emergency situations. Contact the director to learn more.

Parent/Guardian Emergency Notification

We will notify you immediately if your child's injury or symptoms of illness require professional attention. If the injury is of a serious nature, we may call emergency personnel to transport your child to a hospital before you arrive. An academy staff member will accompany your child to the hospital in an emergency. All attempts will be made to promptly notify you by phone, according to the information provided on your child's *Emergency Information* form.

First Aid

We always maintain a completely stocked first aid kit in the daycare. If the children leave the academy for a field trip, the teachers are required to carry copies of the children's *Emergency Information* form and a first aid kit with them. All staff members attend training for health and safety issues. Qualified, registered individuals instruct the training sessions. In addition, we require staff members to be certified in first aid and cardiopulmonary resuscitation (CPR) for children and adults.

Fire Drills

We conduct fire drills a minimum of once a month.

Emergency Situations, Natural Disasters, Loss of Utilities, etc.

If an emergency occurs, we will notify you to pick up your child as soon as all children and staff are safe and secure. Emergency situations include hazardous conditions or situations that may impact the welfare of children and staff, or those that prevent us from complying with health and safety regulations necessary for the appropriate care of children. These conditions may include a natural or man-made disaster, loss of utilities, and any other circumstances that compromise the safety and security of your child.



FIRST DAY CHECKLIST

To ensure that we have all the items from home your child will need daily at Teena's Family Childcare please drop off the following items before the first day of enrollment. Please label all personal belongings. Some items will need to be taken home daily (to be washed and reused the next day) or weekly (to be laundered and brought back with you the following week):

Infants and Toddlers:

- | | |
|--|--|
| <input type="checkbox"/> Crib sheets | <input type="checkbox"/> Diaper wipes, powders, ointment, sun screen, etc*
*(require parent's signature) |
| <input type="checkbox"/> Formula, bottles, food
(labeled with child's first and last name and date) | |
| <input type="checkbox"/> Diapers | <input type="checkbox"/> Change of clothes |
| <input type="checkbox"/> Family photo | <input type="checkbox"/> Required forms |

Preschool and School Age:

- | | |
|--|---|
| <input type="checkbox"/> Rest time items (blanket and sheet) | <input type="checkbox"/> Diapers, if applicable |
| <input type="checkbox"/> Sunscreen* | <input type="checkbox"/> Change of clothes |
| <input type="checkbox"/> Family photo | <input type="checkbox"/> Required forms |

Forms:

Please reference pages for an explanation of each form that is required to be returned prior to your child's first day. Depending on the state, there may be additional forms required.

- *Enrollment Agreement*
- *Immunization Certificate and Child Health Record*
- *Emergency Information*
- *Parent Authorization and Consent*
- *Personal Childhood History*
- *Behavior Management Policy*
- *Publicity Release Agreement*
- *Signed copy of the First Day Checklist*
- *Infant/Toddler Schedule (if applicable)*
- *Medication Order Form (if applicable)*
- *School Age Transportation Plan (if applicable)*
- *Infant Safe Sleep Policy (if applicable)*
- *Prevention of Shaken Baby Syndrome & Abusive Head Trauma (if applicable)*

All Enrollees:

Once you have been notified of acceptance for enrollment, please complete the admissions process by taking the following steps:

1. Complete and submit all forms necessary for enrollment.
2. Submit your child's required proof of immunization and physical exam report form, completed and signed by a physician. Please note that, before your child can participate in any activities, immunization requirements must be met in full. This is for the health and safety of all children at Teena's Family Childcare.

Permission to Play Outside of the Fenced in Area

I understand that the facility may have planned activities outside of the fenced area of the facility. This may include but not limited to fire drills, nature walks, buggy rides, walk to the play area, etc. The children will not be off premises during these times only outside of the fenced play area.

I will allow my child to play outside the fenced area.

YES

NO

This authorization is valid for the time the child is enrolled unless indicated by parent by updating form.

Aquatic Policy

All children who attend aquatic field trips must have a swim suit, proper shoes that are strapped to their feet, and a towel. Sun screen must be put on by the parent or guardian at the beginning of the day. Children are NOT allowed to administer sun screen to themselves or their peers. Teena’s Family Childcare will only visit area pools with a life guard on duty and will require that 2 staff members accompany the children to the pool. Teena’s Family Childcare always requires that 1 staff member be in the pool with children. All parents will need to sign stating that they have read this policy statement.

Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy

Parent or guardian acknowledgement form

I, the parent or guardian of _____ acknowledges that I have read and received a copy of
Child’s Name
the facility's Shaken Baby Syndrome/Abusive Head Trauma Policy.

Date policy given/explained to parent/guardian

Date of child's enrollment

Print name of parent/guardian

Signature of parent/guardian

Date

Teena’s Family Childcare reserves the right to make changes, or updates to the policy at any time without notice. Please note that parents will be notified of changes via email immediately thereafter.

Parent Handbook Receipt & NC Childcare Rules & Guidelines

I have received a copy of the *Parents Handbook* on _____.
Date

I have reviewed and understand all the policies and procedures.

Parent/Guardian Signature

Date

Name (printed)