

TENDERCARE LEARNING CENTER



POLICIES AND PROCEDURES

Welcome to
Tendercare Learning Center
where
Children are loved

Our Vision and Mission

7.702.31 A

Our vision is large. Without dreams you have nothing to look forward to. My husband said to me,

“Never lose sight of your dreams.”

So, the dream is at the beginning stages of something I envision for TLC and the city, the county, and the state of Colorado.

We will be an asset to this city and the community.

- We will reach out and help those in need for childcare.
- We will first and foremost help our clients in any way we are able to.

*The ages TLC will serve is 6 weeks old to 13 years old. (7.702.31 B)

Our mission is to keep the children safe healthy, and learning. We will partner with the parents to help their child reach all the benchmarks possible at their age level.

HOURS OF OPERATION (7.702.31 C)

Tendercare Learning Center will be open 6:00 am to 6:00 pm

Monday through Friday.

We are closed Saturday and Sunday.

We will be closed on all Federal Holidays including

The day after Thanksgiving

Christmas Eve

New Year's Eve

The Procedure Regarding inclement and excessively hot weather (7.702.31 D)

All the children go outside to the playground as weather permits every day.

For example; if it is raining or snowing, and has been all day, then we will not go outside. We will do inside activities that will get some of the wiggles out of the children. Make sure in the winter your child has brought her or his jacket. In the winter months the children must always have a coat, gloves, and hat so they do not get frost bitten or too cold.

In the summer if it has been an unusually hot summer, we do have shade so the children will be able to get cooled off but to be cautious we will only play for 10 or 15 minutes and then come back in to the class room. The children will be offered plenty of water, we will also have the children put sun screen on their arms, legs and face so they do not get burned or too much sun.

ENROLLMENT AND ADMISSIONS (7.702.31 E)

An interview and a tour of TLC will be scheduled prior to your child being accepted into our care.

The day of the interview and tour at TLC, the parent and child will meet the teacher of the class that the child will be in. If after the interview and tour at TLC, we both feel your child would benefit being at TLC then the following will need to be provided before the 1st day the child starts TLC.

- A. Emergency medical authorization
- B. Enrollment form
- C. Contract form
- D. Mat form
- E. Contact information
- F. Immunization records

*Some children will not be immunized. We will always be careful to not allow a child who has gotten a disease because they are not immunized come to the center during the time of sickness. Even though some children will not be immunized those that are will be protected from any childhood diseases that he or she is immunized for. We will do everything in our power to make sure no children are exposed to childhood diseases that can be immunized for.

- F. Health Evaluation
- G. Various permission forms
 - Media
 - Transport/trips
 - Photography
 - Walks
 - Activities
 - Sunscreen

FEES AND TUITION (7.702.31 F)

Infant 8 weeks – 36 months	3 days- \$247 4 days-\$267 5 days- \$287
37 months – 48 months (Pre-School)	3 days - \$182 4 days - \$207 5 days - \$217 Half days 3 days - \$157 4 days - \$177

	5 days - \$202
Summer fun for Grade School	2 days - \$147
	3 days - \$182
	4 days - \$207
	5 days - \$217
Before or After School	3 days - \$95
	4 days - \$107
	5 days - \$117
Before and after school	3 days - \$115
	4 days - \$135
	5 days - \$142

WE CHARGE A \$100 NON-REFUNDABLE REGISTRATION FEE

Tuition must be paid on Monday or the first day that your child begins.

CCAP recipients must pay parent fee on the 1st of every month.

ACCOUNTABILITY FOR YOUR CHILD (7.702.31G, J)

When your child and you first come into the center, we will have a sign in area for you to sign your child in and sign your child out when you and your child leave.

We will also have a sign in sheet for the class room your child is in so that the teacher and the teacher's aide will know who has come for that day.

The teacher and aid will count the number of children who are in the class and compare it to the sign in sheet. When that class goes outside the teacher and/or aide will count how many children they have with them to make sure everyone is accounted for. Anytime the class transitions from one area to another; for example, lunch room, outside, bathroom break, the teacher or aide will count the children.

We will not only know the number of children in our class but learning names and putting the names to the faces of the children in our classroom is a high priority. We will station ourselves to be able to have our eyes on the entire class whether in the classroom, outside or in the lunchroom.

At no time will 2 staff members that are watching the children on the playground or in the classroom or on a field trip, be talking together not paying attention to their surroundings.

No phones will be allowed on their person outside or in the classroom.

If a child is missing, the aide will remain with the children and the teacher will look in the last place that the whole class was all together. If that child cannot be found the director will immediately be notified

At 6:00pm closing procedure

1. Make sure all children have left the building.
2. Check sign in/sign out sheet to make sure all children have been picked up and are accounted for on the sign in/sign out sheet.
3. If at the end of the day a child has not been picked up by closing, parent will be called. If they do not respond, then an emergency contact number must be called. If necessary, all the contact numbers for pick up must be called. If at that time no one can pick up child or the parent has not come yet, then we will wait 30 minutes from the time the parent was to come. If the parent still has not come or called to pick up child then the director will be called and she or he will call child services.
4. When all the children are gone, then the employee can proceed to close center.
 - All rooms again must be checked to make sure there is no one that might be hiding in the rooms as the lights are being turned off

Field trips – Each class at TLC will have t-shirts for each child designed by TLC.

They will be bright with our logo on them. At field trips the group is always to stay together. If at any time a child should wonder away from the group and calling out that child's name and scanning the crowd brings no results, then we:

- We will immediately stop the group of children and keep them occupied; for example, if at the zoo we could sing a song about the animals, talk about their favorite animal. This way they will be contained.
- The teacher will start looking for the child yelling his or her name asking people if they saw a child with bright pink shirt on with hands logo and TLC.
- When the child is found, she or he will be upset and scared so bring her or him tenderly back to the group. While the group is still together would be a good time to explain why staying with the group and listening to the teacher and aide is very important.
- If the child is not found director will be called immediately and we will go to the entrance of the zoo or where we are at and tell them the circumstance. We will request help from security to help us find the child. All of this must be done quickly. If after getting security involved and the

child still not being found 911 will be notified and the director will be immediately called. The director will call the parents and let them know what has happened.

SECURITY MEASURES IN THE CENTER

We have security cameras throughout the center for the protection of the staff and children.

All doors remain locked at the center and no one can enter without buzzing in and the receptionist okaying the entrance of the person buzzing.

It is very important to us as a childcare center that your children are safe while they are in our care.

There are security cameras at the front door so we can monitor the clients coming in. There is a buzzer that you will ring to come into the center, as all doors into suite 160 and 150 are locked.

NURTURING THE FAMILY AS A UNIT (7.70231 V)

It is very important that we as TLC keep a line of communication open with the parent and the child. We are the extension of the family. Each teacher in the classroom will have a notebook for each child. In that notebook we will write down the things that their child is learning and doing good with. We also write the things that the child needs to work on, for example: sharing, using their manners (please and thank you).

We should always use positive reinforcement. Instead of saying "NO don't run" say "Please walk".

When they color instead of saying, "don't color outside of the lines" say, "Wow, that is very colorful!"

Each class will give a report on how your child is doing. We will be sensitive to the parent and the child in every situation.

The child's emotional wellbeing is very important to watch for and make sure the child can communicate to us as mentors if the child is not having a great day.

We will teach children how to be social without aggression.

We will teach them how to share, be kind, be respectful of another child and adults' space, and be thankful for what they have.

We will make sure emotionally, socially, health, and mentally they are taken care of. We will implement mental health advisers and educators so we as teachers can see the signs of mental health needs.

ILLNESS, INJURIES, AND ACCIDENTS (7.702.31 I)

Notification of parents or guardians for handling children's illnesses, accidents, injuries, or other emergencies.

In the event that your child becomes ill and needs to leave care, you will be asked to come and pick up your child within one hour.

If your child is injured and requires medical attention you will be notified immediately.

Specific circumstances and symptoms for not admitting ill children and conditions for re-admittance. (7.702.31 L)

Symptom free for **24 hours** before they can return to care. For example: if a child has a fever while in our care, we will begin to monitor that child's demeanor. If the child is unable to participate with the class and seems hot to the touch, we will then take his or her temperature. If the child has a fever of 100.5, we will then speak to the director to let him or her know that we have a child with a fever in our room. We will also let the director know the symptoms that the child is having. Because the child has more symptoms than a fever the director will remove the child from the classroom to monitor them in an isolated room with someone qualified to monitor them. If the child continues to have a fever 100.5 and higher during the time of being monitored, the parent will be called to pick up the child. When the child is sent home, it is at the discretion of the parent to monitor them at home or take the child to see the doctor. If the parent chooses

to monitor the child themselves the child must be symptom free for 24 hours from the time, they left the center till the next day. Symptom free would be no fever or signs of having been sick the day before.

If the child has a rash that is not caused by allergies, is vomiting, coughing profoundly, or extreme sore throat, then the child's parent will be called, and the child will need to see a doctor. If the doctor orders an antibiotic for the child, the child must take the antibiotic for 1 full day before the child is able to come back to the center. The director reserves the right to request a note from the doctor that took care of the child stating the child is no longer contagious.

PLEASE DO NOT bring your child sick to Tendercare Learning Center. It is not good for the child that is sick, and it is not good for the healthy child. If the child is unable to join in the regular activities, then they are not healthy enough to come to the center.

Storing, administering, recording and disposing children's medicines in compliance with the State Department approved medication administration course. (7.702.31 Q)

If your child requires medication, you and the health care provider will need to complete the required authorization forms.

The medication will need to be in the original container, labeled with the first and last name, the doctors name, directions of how to administer the medicine, and finished date.

The medicine must be given directly to administration along with a note from the doctor letting us know he or she has approved this medication.

It will be stored inaccessible to children.

A log is provided for TLC to keep a record of any child who is on medication.

If there is any medication left over it will be sent home with the parent. If it is expired the director will disposed of the medicine in a safe way and approved way in compliance with the state department.

There is a log for medications that have been destroyed that TLC must document in, so all medication is accounted for.

Field trips, excursions, and Media (7.702.31 L)

A monthly calendar will be on the parent board. On the calendar any field trip or special event will be posted on that calendar.

14 days before the field trip or event each child will be given a permission slip telling (reminding) about the event. It will be given to get permission or not to get permission to take their child on the trip or event.

The permission slip must be turned in 7 days before the field trip or event.

If a child cannot go on the field trip, then he or she will be in another classroom.

If there is not enough room to accommodate the child, then the parent will need to make alternative plans. We will know 7 days in advance if there is not enough room or if there is in another classroom.

All movies are rated "G" that we show at TLC. The movie is educationally stimulating as well.

A movie will be no longer than 30 minutes. If a child's parent denies the child to watch the movie, then the child will be with another room that is not full or in the quiet area with books and coloring books and be supervised.

If a child arrives late and the children have left the center for the field trip scheduled for that day, the child will need to be in a classroom that has room for him or her. It is very important that you are prompt and on time for field trips, so your child does not miss it.

Transportation availability, vehicle restraint requirements, and seating capacities. (7.702.31 M)

All drivers at TLC are trained intently. All buses will be equipped with seat belts, booster seats, and car seats.

There will be

1. Driver – who is to concentrate on driving only.
 - *no food
 - *no drink
 - *no phone

*both hands on the wheel

2. There will be no less than a teacher and an aide on the bus to monitor and watch the children. Children will know they are to remain calm and quiet.

Emergency on the road

If at any time, while children are on the bus, an emergency occurs we will have procedures on how the children will be kept safe.

If the engine catches fire, the children will leave through the exit door in the back. They will get out of the bus and move as far away from the bus and road as possible.

The director will be called and 911 will immediately be called by the director. Incidences like that are very traumatic so we would call the parents and let them know what has happened and would let them know they are welcome to pick their child up from the center when the children arrived back.

Any type of emergency that would require the children to leave the bus, the children will be assured as far away from the road as possible. The teacher and aide or other adults will need to keep the children calm so they are not more frightened than necessary. In any bus emergency the parents will be contacted and kept informed.

Personal belongings (7.702.31R)

Each child will be provided with a cubby hole for their personal items.

We would ask that you not allow your children to bring valuable items as if they are broken, they will not be replaced.

We ask that you not allow your child to bring coins as a smaller child could get them and choke on them.

We ask that you not allow your child to bring gum or be chewing gum when they come to the center.

If a child wants to bring a favorite stuffed toy (okay by teacher age appropriate) that is allowed. No guns or weapon toys are allowed at TLC.

Picking your child up late. (7.702.31 N O)

If you have not called or picked up your child 30 minutes after picking up time, we will begin to call the emergency contact numbers

If we can't contact anyone from the emergency contact numbers, then we will be forced to call authorities or social services to pick your child up.

COMMUNICATION IS VITAL AND KEY!!

In an event that you are unable to pick your child up before closing hours, TLC will be charging \$10 per 15 minutes more to compensate for the employee that might have to wait with your child.

Releasing children

We will only release your child to who is on the authorization list of people that you have designated to pick up your child...

we will need to see an ID from that person or persons until we get to know them.

If you (parent) arrive under the influence we will offer to call someone on pick up list, but if you leave and take child, we will call 911 and social services.

911 will be called:

- If unauthorized person tries to take your child
- If you take your child and you are under the influence of a drug or alcohol

If you need to authorize someone not on your list in an event of an emergency, then only then will we accept a verbal authorization on the phone by you that some will need to pick your child up.

They will need a picture ID and the child's birth date.

In case of divorce, either parent will be authorized to pick up child unless there is a court order against one of the parents from picking the child up. We will need to see the court order and have a copy of it in the child's file.

Rest time and equipment

Sheets, blankets, and a pillow is the parent's responsibility and will be sent home weekly.

Each 18 months old and older 2.5-inch mats will be offered.

Children will be given the opportunity to rest - after 30 minutes if they are not asleep then they will be given quiet activities; coloring, reading, putting a puzzle together.

Rest time will be around 12:45pm to 1:45pm.

Diapering and toilet training (7.702.31 t)

You will need to provide diapers, diaper rash ointment/cream, wipes and again for a baby lots of extra clothes.

When the child is 15 months and shows interest in potty training,

1. We will communicate with the parent about their child's interest in potty training. If the parent is on board and is willing to work with the child at home, then we will begin potty training.
2. We will have a chart in the bathroom with each child's name that is learning how to go to the bathroom in the toilet. Each time they go to the bathroom the child will get a gold star. At the end of each week the child will get a certificate until they are fully potty trained. At that point they will get a certificate and a little gift.

Diapers will always be changed on a changing table with a sanitized pad under them. The teacher will always wash their hands before putting on gloves. After changing the child, the child will be helped to wash their hands and the teacher or aide will wash their own hands and sanitized the pad.

The diapers will be thrown away in a non-assessable to children trash container.

We offer breakfast, lunch and 1 healthy snack. (702.2.31 S)

Breakfast will be served from 800am to 845am

lunch will be served from 1130am to 1230pm

Afternoon snack will be served from 315 pm to 345 pm.

Every week a menu will be posted up on our weekly calendar board.

We will need to know any special diets your child is on, whether it is gluten free, soy milk, and religious believes reasons, vegetables only meals when your child is enrolled so that she or he can be accommodated appropriately.

If your child has any allergies for certain foods, we will need to know what they are so we can feed the child the appropriate foods.

REMOVING OR SUSPENDING A CHILD FROM CHILDCARE (7.702.31 Y, Z)

Reasons a child will be removed from the center.

1. When a child has behavioral issues that we are concerned about;
 - the teacher will work with the child with positive affirmations, teaching about consequences, guiding the child in a positive way. All the steps taken will be documented.
 - The teacher will communicate with parent and inform the parent about the behavioral issues. She will let the parent see the documentation so that she or he can hear and see what is happening in the classroom and what the teacher and aide are doing.
 - If the behavior does not change the director will be told and will invite the parent to have a conference with the child about the consequences if the behavior does not change.
 - If after speaking to the parent doesn't help in the change of the child, then the parents will be notified that the child will be removed. They will be given a 2-week notice.

2. When a parent is behind on the fee that is due; a parent fee or a private pay,
 - TLC will send a late notice to the parent. Again, communication is vital.
 - If the parent communicates with TLC if they are having a hard-financial time TLC will work with a parent to get the fees caught

up.

- If a parent doesn't communicate and won't pay, if they are 2 weeks behind, they will be removed from TLC.
- if a parent never gets caught up after agreements that are made with the parent and TLC then the child will be removed.
- We will continue to bill them. If we do not receive the fee in a timely matter (30 days) we will send to collections.

Suspensions

- Suspensions will happen is an extreme measure. When the behavior of a child is continually volatile then for the betterment of the rest of the class and the child, we will suspend them.
- We will work with the child, work with the parents, and offer resources to help the child.
- The parent will be informed that if the behavior doesn't change the child will be suspended.
- We will document all the incidences.
- If our plan to move forward to help the child brings no change then we will report the circumstances to the director.
- She/he will have a conference with the parents and explain the situation.
- The child will be suspended effective immediately.

On our parent board the we have the following information.
Reporting of child abuse will be reported to weld county social/human services
phone number **1-844-co4-kids**.

For licensing complaints and/or concerns contact:

**The Division of Child Care
303 866 3755
1575 Sherman St
Denver Co 80203**

You can obtain the official rules regulating child care centers from the Secretary of State's website. www.colorado.gov/CDHS/childcare or <http://www.sos.state.co.us/CCR>

We do not take lightly complaints of any kind, but especially abuse and neglect.
Before a teacher or aide is fully hired, they are vetted very strictly.

Our teachers and aides will be monitored and met with monthly to review any problems with children or even being overworked. Being a teacher is a very rewarding but sometimes hard career.

We recognize our enormous responsibility in caring for these children.

If there is ever a concern or a complaint against any of the aides or teachers.

It will be fully investigated, and while being investigated the teacher or aide will always be observed. They will also be placed in different classroom.

If the investigation is shown that yes, the teacher or aide did abuse or neglect a child that teacher or aide will be immediately let go, not allowed to come near the facility again and reported Division of Childcare.

If the complaint is false, the teacher or aide will continue to work for TLC. We will do everything we can restore the confidence you need to have in them as a parent.

Equipment and toys

The director and executive director will routinely identify recalled toys, equipment, and furnishings and remove them from our center.

VISITORS (7.702.31 U)

Visitors are welcome to TLC

1. They can't be on our red flag list
2. They must visit with the director in advance for clearance
3. They must make an appointment to come and visit
4. We will need an ID with current address and telephone number
5. They can't come in having drank before coming
6. They must refrain from smoking around or in facility

*All volunteers must be vetted to help with the children

Natural Disaster Plan

NOTIFICATION OF THE PARENTS

Parents will be notified by telephone when available. A sign will be posted on the entrance of the center if the children and staff need to leave the center.

The message will state our new location and how to pick up your child. **We will make sure the parent is informed of every situation that their child is in. If we need to leave the facility, we will go to Highland Bowling on 59 Ave and 20 street, which is within walking distance to the center, and the children will be reunified with their parent there when the authorities have given us the okay to allow the children to go home with the parent or guardian. The person must be a parent or guardian and not someone on the list in the child's file as we will not have access to the contact names.**

NOTIFICATION OF AUTHORITIES

Local authorities will be notified of disasters by calling 911 or other numbers listed by my phone. Disasters are fire, gas leak, electrical problems or other emergencies that we can't control.

EMERGENCY TRANSPORTATION

We will transport the children during an emergency using the bus our teachers will be trained to drive.

Life threatening conditions will be referred to 911 for an ambulance to transport the child. We will make every attempt to contact parents regarding transportation.

If our bus can take the child to a clinic or a hospital, we will inform the parent which place their child was taken.

The Banner – 970-810-2636

UC Health – 970-652-2801

SHELTER IN PLACE

Our shelter will be to stay in the center itself if the center is stable and not on fire. When the situation warrants the center to leave, we will go to our designated location which is Highland Bowling 2 businesses away from the center.

Special Needs accessibility

Children with special needs, especially in disastrous times, will be attended to in a greater measure depending on the child's needs. We will appoint one person to be more accommodating for the special need's children. Our exits are also accessible for special needs who have a hard time walking.

FIRE

The children will practice evacuating at least once a month. Fire extinguishers are located at the exits of the center. Instructions on evacuating with more detail is included with the policy.

TORNADO

During a tornado warning we will go to the basement which has no windows. We will have flashlights, a supply of food and blankets to keep the debris from hurting us if necessary.

EARTHQUAKE

We will use tables and doorway structures to help shelter us from falling items.

Tendercare learning Center
5800 18th Street
Greeley, Co 80631
970-301-4358
970-702-5923



Visitors are always welcome to
Tendercare Learning Center

