

# Parent Handbook

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as licensed child care providers.

## Registration Checklist

Children may be enrolled from one month through five years of age, regardless of race, creed, or religious beliefs. The following forms are required by the State of North Carolina and need to be read, completed and/or signed prior to enrollment:

## Parent Handbook (read)

- Parent-Provider Contract/Enrollment Application (complete/sign/date)
- Child's Preadmission Health History-Parents Report (complete/sign/date)
- Permission to Administer Form (complete/sign/date)
- Emergency Information/Consent for Medical Treatment (complete/sign/date)
- Parent Directory List Form (complete/sign/date)
- Parents Rights (sign/date)
- Receipt of Parent Notification (sign/date)
- What Are Parents' Responsibilities? (read)
- Caregiver Background Check Process (read)
- Guidelines for Illnesses Requiring Exclusion (read)
- Making a Smooth Transition into The Tot Spot Child Care Center (read)
- Building and Maintaining a Positive Relationship with Your Child's Provider (read)
- Immunizations Card must be up to Date at Time of Enrollment (supply)

## State Licensing Requirements

The Tot Spot Child Care Center is licensed and complies with all applicable licensing regulations and standards. These standards relate to The Tot Spot Child Care Center, staff, health, safety procedures, nutrition, caregiver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. The Tot Spot Child Care Center is subject to inspection by state and city health, fire, and licensing officials.

## Ages Accepted

At The Tot Spot Child Care Center we specialize in child care for children ages 2 weeks to five years old.

## Termination Policy

The first two weeks will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first two weeks of enrollment, one month written notice from parent or provider is required to terminate the contract, with the exception of gross misconduct on part of the provider, parent, or child. This is grounds for immediate discontinuation of service. In cases of non-payment, legal action may be taken, and the parents will pay all legal fees incurred.

## Advance Notice

If you will no longer be needing our childcare services before your child turns 5, one month advance notice needs to be given to us. Whenever possible even more notice is better. This helps us tremendously. So when we are full we are forced to say NO to all incoming requests for childcare. If we have advance notice of discontinuation of needed services then it is possible for us make future arrangements with new families inquiring about daycare for their child. This helps to keep our open spots fluctuation to a minimum, and helps us be able to focus more on being the best childcare providers we can be, instead of worrying about “the bills”, and putting food on the table.

## Daycare Hours

The daycare is open Monday through Friday 6:00am to 6:00pm with the following holiday exceptions:

### Holidays

New Year's Day  
Good Friday  
Memorial Day  
4th of July (week of)  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
One week off at Christmas which will be determined

Note: There is a 9:00am cut-off time for bringing your child(ren), unless previous arrangements have been made. Please understand this policy is in place to avoid disrupting the daily schedule for all children.

## Deposit

A nonrefundable deposit equal to one week of childcare costs is due at time of enrollment. However, do not give us the deposit until you have signed the Parent-Provider

Contract/Enrollment application and thoroughly read the parent handbook. Your child's spot is not secured until we have received both the deposit and the signed Parent-Provider Contract/Enrollment application.

Registration fee \$35 once per year, due October 1st of each year.

Note: Please make checks payable to The Tot Spot Child Care Center.

## Payment Policy/Attendance

Option One: Payment is due on Monday of each week or on the first day of the week attending daycare. If payment is received after Tuesday of each week, a \$20 late fee will be charged.

Option Two: Payment is due on the first business day of each month or on the first day of the month attending daycare. If received after the second business day of the month a \$40 late fee will be charged. It must be understood that to hold your child's space, payment must be paid whether your child attends or not. Payment is based on contract, not attendance.

Note: To figure out the monthly payment you do the following, (weekly amount  $\times$  52 weeks  $\div$  12 months = monthly amount).

## Non Sufficient Checks

Due to the inconvenience of NSF checks, a \$50 fee will be charged for NSF checks.

## Late Pickup Policy

If your child is picked up after 6:00pm there will be a late charge assessed of \$1.00 for every one minute (unless prior arrangements have been made). Please be courteous and arrive on time. After hours is time with our family.

## Health Matters

For the health and safety of your child and all of the children in our daycare, please do not bring your child to daycare sick. In which case we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold like symptoms that are otherwise feeling and acting well. Mild cold like symptoms are clear runny nose, slight cough, and a slight or no fever. If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parents will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

Note: Once the child is removed from daycare due to illness, they may not return to daycare until symptoms requiring removal are no longer present for 24 hours medication free. The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule.

## Guidelines For Children Requiring Exclusion From Daycare

A child with any of the following illnesses must be completely free of any symptoms before returning to daycare. If the child is taking antibiotics for an illness, the child may return to daycare after the initial 24 hours of beginning antibiotics as long as he or she has a slight to no fever (under 100F under the arm), no longer contagious, and is otherwise feeling well enough to participate in our daily schedule. Signs of illness include the following; unusual lethargy, irritability, persistent crying for no reason, runny nose (more than clear), cough (more than slight), difficulty breathing, diarrhea, vomiting, mouth sores, rashes (note from doctor stating non-contagious is ok), pink eye, chicken pox, mumps, measles, roseola, hepatitis A, impetigo, lice, ringworm, scabies, strep throat, scarlet fever, tuberculosis, shingles, and any other contagious disease or rash. Any child with a fever of 100 degrees or above, orally (in the mouth), or axillary (under the arm), may not attend daycare. State law requires that we notify parents of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted.

Note: A fever in and of itself is not all bad (given that it is not too high). A fever is your bodies natural way of trying to protect itself against what ever virus or bacteria is attacking it. Illnesses that cause fevers cannot live in our bodies' abnormally hot environment. However, a fever is an obvious indicator that the child is sick and possibly contagious, therefore requiring exclusion from daycare.

## Child's Absences and/or Vacations

If your child will not be attending daycare due to illness or other, please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive. Also, we need to know how many children we need to prepare meals for. No discounts will be given for your child's absences due to illness or vacations. If your child will not be attending daycare for whatever reason, you are still required to pay.

## Medication

At The Tot Spot Child Care Center we do not give medications to the children. If your child needs to be medicated in order to get through the day, and be able to comfortably participate in our classroom activities, then it is quite possible he or she may be too sick to attend daycare. We will however give certain doctor prescribed medications to the children, of course given that they are no longer contagious, and only if the medication consent form has been signed. Examples of these would be; antibiotics for ear infections etc and Tylenol for teething or pain associated with bumps or bruises (not to bring down a fever). If you're not sure if we will administer a certain medication or not, please feel free to ask.

## Reporting Child Abuse

We are required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent.

## Medical and Dental Emergency Procedures

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parents as well as the Department of Social Services. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

A phone call to 911 is made.

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

Child is separated from the other children and appropriately cared for.

Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

### Evacuation Procedures

The Tot Spot Child Care Center has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible.

## Diaper Policy

The Tot Spot Child Care Center will provide Luvs™; diapers and Huggies &™; wipes. If another brand is needed parents will be required to provide. Each child has his or her own clearly labeled diaper bin, either in the infant/younger toddler room or older toddler/preschooler room, depending on the age of the child. Diapers are checked frequently, and changed every three hours or more often if required. Diapers containing bowel movement are changed immediately. The diaper changing tables are cleaned and disinfected between each diaper change, and hand washing of child care provider and child is performed after each diaper change.

## Toilet Training

We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups. Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups. Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet.

## Toys

We have well organized, separate, age appropriate toys for the toddler and infant class. Infants will not be allowed to be around or play with small objects and toys. During the initial adjustment period we encourage your child bring a piece of home with them; a special blanket, toy, or teddy can be very comforting. Photos of family members, neighbors, and pets can be left with us to help remind your child of familiar people if he or she feels lonely during the day. However, please do not bring your child's toys to daycare except on designated sharing/show and tell days. As much as we try to encourage sharing, this seldom works when it is the child's own personal toy. It only causes problems between them and the other children. Never send your child to daycare with toy weapons.

## Miscellaneous

Here at The Tot Spot Child Care Center we do not transport any child by car or any moving vehicle, unless a medical emergency requires us to do so.

Understand that your child may be included in classroom evaluations by State Licensing officials, Head Start Program, CDA Nutrition, and other parents observing their right to our open door policy.

Understand that your child may be included in pictures connected with our daycare program, unless otherwise specified by you the parent.

## Open Door Policy

Please feel free to come and go at anytime throughout the day to visit your child.

## Behavior Management & Discipline

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc), hurts others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

**Positive Reinforcement:** The child will be encouraged when he or she is demonstrating acceptable behavior.

**Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.

**Time-Out:** The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting

oneself, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.

Last Resort: When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

Note: Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. Please help show your child that you respect us, the rules of The Tot Spot Child Care Center, and our property by reminding them that the rules still apply when you are around. We will also remind them of the rules and correct them if needed.

## Cleanliness

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping The Tot Spot Child Care Center and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs. The Tot Spot Child Care Center is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

## Arrival and Departure

Please send your child clean, dressed (no pajamas, unless you don't mind your child wearing their pajamas all day), fed and ready for the day, as well as all of your child's necessary supplies needed for that day's care. Please do not send food i.e. (half eaten breakfasts, breakfast bars, candy, etc) or gum with the children. Please make your goodbye brief (no more than a couple minutes): the longer you prolong departure the harder it gets for both parent and especially for your child. Never leave without telling your child goodbye. Please be in control of your child during drop-off and pick-up times. No one other than the parent or person designated by you will be allowed to pick up your child without advanced written permission indicating the person's name and relationship to your child. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child.

## Supplies Needed at Daycare

Parents are responsible for supplying the following items: pull-ups, diaper creams, weather appropriate clothes and a change of clothes, jacket, shoes that lace-up or Velcro and/or stay on feet (no flip-flops please), pacifier (if needed), and a swimsuit. You will need to apply sunscreen

on your child before you bring them to daycare. If necessary a comfort object for rest-time, and anything else your child may need. We are not responsible for replacing stained or soiled clothing. Furthermore we suggest that you write your child's name on the tags of their clothing (especially socks and underwear) in order to prevent any clothing mix-ups.

Note: Please periodically check your child's locker/cubby to make sure they still have all of their necessary items needed at daycare. Furthermore, as the weather changes throughout the year, so do your child's items needed at daycare. We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way.

## Meals/Snacks

Each day we provide three nutritious and well balanced meals. We provide morning breakfast at 8:00am, lunch at 11:30pm and afternoon snack at 4:00pm. Milk or juice is served with all the meals and snacks, and water is offered throughout the day. We also provide baby food for infants. Below you will find a menu, showing an example of the different types of food we serve throughout any given week. The meals and snacks for each week constantly vary in order to ensure the children receive a well-balanced diet. The children are offered the food, but they will not be forced to eat. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health. Children need to eat well-balanced meals in order to meet his or her daily energy needs and to help them build a strong body and mind. We know that the good food habits a child develops will help them prevent cavities, iron deficiency anemia, and obesity, etc—all common nutritional problems in young children.

## Special Diets

If your child has any particular dietary needs resulting from being a vegetarian, or having allergies, religious beliefs, or non religious beliefs, etc, then we must be informed, and when applicable given a doctor's note stating to the fact. At that time it will be determined if your child can participate in the CDA program. Certain meals and different types of foods can usually be substituted in place of, in order to still fulfill the dietary requirements of the CDA Program. However, if a viable solution cannot be reached between parent, provider, and the CDA Program with regards to their rules and regulations, then all of the child's meals and snacks will have to be provided by the parent.

## Learning and Fun

For ages two through five, we offer a structured preschool curriculum. This preschool program is offered Monday through Friday and is both entertaining and educational. Your child will enjoy activities ranging from art and craft projects to games, songs, finger plays, storytelling, creative dramatics, exercises, science, shapes, numbers, colors, alphabet, and much more through various monthly themes. Some of these projects will be taken home to share with you, and others will be group activities that you can ask about. We know that children learn best by "doing". Therefore, the activities the children participate in are developmentally appropriate,

concrete, hands-on, and most of all fun, because we believe that learning is an exciting experience. For ages 24 months and younger we work on and with the following: throughout each day we practice on large and small motor skills by reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. Infants and toddlers learn through play by utilizing flash cards, books, numbers, shapes, colors, the alphabet, stacking blocks, puppets, age-appropriate toys, and much more. We encourage participation, but the child will not be forced to participate. Most importantly, our goal is to make learning for all ages fun, and non-intimidating. It is our hope that both you and your child will be as enthusiastic as we are about our program.

## Activities

We know that children also learn through play; because of this, we do not underestimate its importance on a growing child's mind, body and spirit. Therefore, the children under our care receive lots of both free-play and structured-play throughout each day. During structured-play we primarily have only one group of toys or activity out at a time in order to allow the children to concentrate fully on each thing they do. Age appropriate activities will be scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages. Activities that we and the children participate in, include, but are not limited to the following. Indoor activities include: books and story-time, Legos, circle-time, tumbling exercises, Lincoln Logs, Kids-K'nex, music and dancing, dress up, play food, interactive stuffed animals, cars/trucks/planes, arts and crafts, puzzles, flash cards, animals/dinosaurs, trains, musical instruments, balls, dolls and Barbies, various learning toys, musical instruments, various games, Mr. Potato Head, bean bag toss, blocks, beads and string, song games, play dough, coloring, sing along story books, painting, science, board games, puppets, Simon-says, and singing. Outdoor activities include: climbing, sliding, jumping, running, balls, jump rope, racing, water balloons, parachute, catch, bubbles, follow the leader, squirt bottles, ride-on toys, wagons, tunnels, safe water toys, various games, water table, painting, neighborhood walks, exploring nature/weather, soccer, and yes falling. As you know, children play hard and will get some bumps and bruises from time to time. We do our best to limit the amount of times this occurs, with constant supervision and watchful eyes. Due to the safe environment/toys we have surrounded ourselves with, we hope to prevent any injuries before they can happen. During the summer months (June, July and August) we allow for more outdoor activities and creative art projects. Weather permitting, we play outdoors every day.

## Nap Time

Infants and toddlers sleep in separate rooms. The infants sleep in provider provided cribs, and the toddlers sleep on mats. Our goal is to have the two different age groups (24 months and older, younger than 24 months) sleeping on the same afternoon nap schedule. Nap time for children 2 years and older is during the time between 12:00pm and 2:00pm each day. Typically children 18 months and younger will take a morning nap as well, moving toward a one nap a day schedule between 12 and 18 months. Typically children 6 months and younger may need a

third nap during the day, which can be incorporated into their late afternoon schedule. The State of North Carolina recommends that all children be limited to no more than two hour rest period every day. No child will ever be forced to sleep, however they are encouraged to remain quiet and on their mat during this time.

## Daily Schedule

This schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, weather, age and temperament of the children. Age appropriate activities are scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages.

### Older Toddler/Preschooler (24 months and older)

6:00–8:00 drop-offs, welcome children, free-play and/or structured-play, trains, story-time, etc.

8:00–9:00 breakfast, clean-up/wash-up

9:00–9:30 circle-time

9:30–10:00 arts and crafts, story-time, various learning games

10:00–10:30 music, song and dance, tumbling exercises

10:30–11:30 outside play-time

11:30–12:30 lunch time, clean-up/wash-up, brush teeth, and get on mats

12:30–2:30 rest-time and/or quiet-time

2:30–4:00 free-play and/or structured-play, puzzles, books, various learning toys, etc.

4:00– 4:30 afternoon snack, clean-up/wash-up

4:30– 6:00 pick-ups, outside play (depending on season), coloring, play-dough, toys, story-time, etc.

### Infant/Young Toddler (younger than 24 months)

Throughout each day we practice on reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. For a younger child still taking three naps a day, a third nap can be incorporated into their late afternoon schedule.

6:00–8:00 drop-offs, welcome children, free-play and/or structured-play, trains, story-time, etc.

8:00–9:00 breakfast, clean-up/wash-up

9:00–9:30 circle-time

9:30–10:00 arts and crafts, story-time, various learning games

10:00–10:30 music, song and dance, tumbling exercises

10:30–11:30 outside play-time

11:30–12:30 lunch time, clean-up/wash-up, brush teeth, and get on mats

12:30–2:30 rest-time and/or quiet-time

2:30–4:00 free-play and/or structured-play, puzzles, books, various learning toys, etc.

4:00– 4:30 afternoon snack, clean-up/wash-up

4:30– 6:00 pick-ups, outside play (depending on season), coloring, play-dough, toys, story-time, etc.

## **Guidelines – What Is Asked Of Children**

All food and drinks must be kept in the kitchen area.

No playing in the bathroom.

No coloring on anything but paper.

Name calling and foul language or yelling is not allowed.

No hitting, kicking, pushing, pinching, biting, spitting or pulling hair.

No pulling or picking of plants, grass, trees, or flowers.

No picking-up, pulling, poking or squeezing of babies.

All kitchen and bathroom cupboards are off limits to daycare children.

Take turns and share.

Help clean up.

Laugh, smile, play, and be happy.

Communication

So we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved.

## **Referrals**

For past and present clients: a referral from a client is one of the biggest compliments we can receive. As a special thanks to you, we provide families a \$50 gift certificate for each referred child that has successfully enrolled in our daycare. The \$50 gift certificate will be given to you after the referred child has attended the daycare through the two week trial period without gross misconduct on part of the parent, or child. If at the time of the referral we are full and have no more spots available for the child, then the family will be given the option to be put on a waiting list. If in the future when a spot becomes available the family in question takes the spot, then at that time you will be given the \$50 gift certificate. If at that time your child no longer attends our daycare, the \$50 gift certificate will be mailed to you (so stay in touch).

## **Contract Adherence**

Please be respectful of our staff and center by adhering to the policies and procedures outlined in the parent handbook. We realize this is a lot of information to absorb. Because of this, please keep your parent handbook accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. If and when we do make a change to the contract you will be given a copy.

## A Final Note

It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours. Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe.

Note: By signing the Parent-Provider Contract/Enrollment Application, it is understood that all of the policies and procedures of The Tot Spot Child Care Center handbook are understood and agreed upon.

The Tot Spot Child Care Center 1591 Hwy 90 W Taylorsville, NC 28681

# Parent Handbook

I have read and understand the handbook.

Child's Name \_\_\_\_\_

Parent Signature \_\_\_\_\_