

**TEACHING WORLD**



**EDUCATION OUT OF THIS WORLD!**

**Parent Handbook**

# ***Hours of Operation***

## **Daily**

Teaching World Childcare Center is open Monday through Friday, from 7:00am until 6:00pm.

*If you are unable to arrive by closing, please make arrangements for someone to pick up your child. (See Release Policy)*

**Note:** It is very important that you pick your child up by closing time; otherwise, a late fee of \$1.00/minute will be charged and **due on your child's next day in attendance.**

**\*\*This will be strictly enforced, and habitual tardiness may result in termination of services. \*\***

## **Holidays**

We observe the following holidays and will be closed for care:

- New Year's Day
- MLK Jr. Day
- President's Day
- Memorial Day
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Thanksgiving (2 Days)
- Christmas (3 Days)

# **Enrollment**

Enrollment into Teaching World is a simple process when following these procedures:

- An *Enrollment Form* must be completed for each child, and in our possession at least two days prior to the child's first day of attendance.
- A copy of current immunization records is required for all children.
- A signed copy of the Parent Agreement Contract (last page of this packet) must be on file.
- A completed Infant Information Form is required for all children less than one year old.
- A completed Toddler Information form is required for all children ages 1y-3y.

All forms will be completed through brightwheel, in your parent app.

## **Immunizations**

Teaching World requires all children enrolled be fully immunized. We do not offer waivers. Immunizations must be on file 48 hours before the child attends.

## **Disenrollment**

Should you choose to terminate services for your child, a two-week notice is required. These last two weeks will need to be paid-in-full whether your child is in attendance or absent.

## **Termination Policy**

We reserve the right to terminate a child's enrollment with a written notice for the following reasons:

- Failure to pay
- Routinely late dropping off and/or picking up
- Failure to complete required forms
- Lack of parental cooperation
- Inability of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- If the best interests of other children or the staff members are not being served
- Lack of compliance with handbook regulations
- Serious illness of child

Typically, a 1-week written notice will be provided of enrollment termination; however, we reserve the right to immediately terminate enrollment if circumstances warrant such termination.

***Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 5 days. All accounts not settled within 5 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.***

### **Grievances**

Any grievances involving staff should first be addressed with the individual staff member. If a resolution cannot be reached, grievances should be taken to the director. However, if the grievance concerns a Teaching World policy, please address those directly with the daycare director.

## **Tuition & Scheduling**

**Enrollment Fee:** A \$75 non-refundable enrollment fee per child is charged during initial enrollment. If you terminate services and wish to return within the same year, you must pay this fee again.

**Supply Fee:** A \$25 supply fee will be charged to your account every August following your initial enrollment. (If you enroll in August, your account won't be charged until the following year)

### **Tuition/Payment Procedures**

- Childcare tuition is due in full on the 1<sup>st</sup> of each month, regardless of holidays or weekends.
- There will be a late fee of \$20 assessed if your payment is late, no exceptions.
- Payments by cash are accepted in the main office. All check or credit/debit card payments must be submitted through your child's brightwheel account.
- Parents who are more than 2 days late on payment will be denied childcare until account is made current.
- As children become older, rates will decrease. All rate changes will take place the month **following** their birthday, not on the day of their actual birthday.

### **Scheduling**

We are pleased to offer flexible scheduling!! We do require a weekly minimum usage of two days/week. Scheduling daycare usages is a very simple process, and it must be done for each month they're in attendance. **We allow you to pick and choose which days you need care, however, the days you select are days that you pay for, regardless of your child's attendance.**

**Monthly Reservation Calendars** must be filled out and turned in by the date listed at the top of each month's calendar. This date does fluctuate to accommodate billing cycles, so it's imperative that you pay attention to the date listed. A late fee of \$10 will be assessed to your account on all calendars turned in after the submission deadline. If changes need to be made to your child's calendar once submitted, they must be made by the last day of the month prior, and you will not be charged. Once the new month starts, payment is due for all reserved care.

**Cancellations-** If your child will not be attending on days that you have already reserved, please let us know by sending brightwheel message by 7:00am.

**Adding Days-** If you need additional days, please give us 24-hour notice. We will try to accommodate your request based on availability, but this is not guaranteed.

# **Student Accounts & “brightwheel”**

**Brightwheel:** Every student will have a brightwheel account. Through this account you will receive all school communication, reminders, photo updates, personal messages and invoices. You will also receive information regarding meals, naps, potty breaks, diaper changes and any incidents or supply needs. In addition, brightwheel generates the unique code that you will be using for checking/checking out procedures. Brightwheel keeps you connected to your child throughout the day.

**Student Accounts:** Every student will be set up with a brightwheel account. You must download the brightwheel app on a device to receive all communication and messages. You can also access your account on a desktop when needed, but downloading the app is imperative.

**Payments through brightwheel:** Making payments is incredibly simple through brightwheel and you can set up an autopayment feature. There is a convenience fee of 2.9% fee for credit/debit card transactions and \$.60 for check (ACH) payments.

## **Security**

### **Signing In/Out**

We require all parents to check their child in and out each day. For your convenience, you will be assigned a unique code that will be used during sign in/out times. Simply enter your code at our kiosk station and you are free to leave or remove your child(ren). Furthermore, every person on your child's authorized pick-up list will have their own unique code to guarantee safety. This gives us a digital record of the child's attendance, hours, and the person who brought/picked up the child each day.

Our normal procedure is to release the child only to his/her parents, or someone the parents designate on the *Authorized Pick up and Emergency Contact Form*. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is acceptable on the day of, if this person is on the authorized to pick up list. If they are not on the authorize pick up list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, to bring picture identification each time.

### **Visitors**

To ensure the security of our children, all staff will require picture identification from all unfamiliar visitors. If a visitor is listed as an authorized person to pick up a child, the visitor must still show picture identification if he/she is not known by staff.

### **Emergencies**

If an emergency occurs, it is crucial that children respond in a safe and orderly fashion. Therefore, your child will participate in regular drills and practices so he/she will know what to do in the case of an emergency. Should an emergency affect the center, we will notify you as soon as possible. As a safety measure, we keep an updated record of names and phone numbers of the people you authorized to pick up your child in the case of an evacuation. It is important to notify us IN WRITING as soon as possible of any changes or additions to your contact information.

### **Fire Drills**

We are required, by law, to perform two fire drills per school year. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. Evacuation cribs with wheels are used to transport infants and non-walking toddlers to the emergency meeting area.

### **Open Door Policy**

Parents are welcome to visit the center at any time. We request that parents be mindful of activities in progress, as interruptions can be very disruptive, especially during rest time.

### **Confidentiality**

Teaching World is committed to protecting and upholding the rights and privacy of children and their families. All children will be treated fairly, in a non-discriminatory way, regardless of racial, ethnic, gender, cultural, religious, and linguistic background and abilities. All information pertaining to children and their families is maintained in a confidential manner to ensure their privacy is protected. Confidential and private information will be disclosed only with parental consent and only when there is an established "need to know". Also, to protect your child's confidentiality, all staff members are required to sign a Confidentiality Agreement.

# **Attendance**

## **Arrival and Departure**

- All children must arrive by 10:00am, unless prior arrangements have been **made and approved by the director**.
- As a courtesy, please call Teaching World by 7:00am to let us know your child will not be attending daycare that day.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and reassuring words are all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be brief at pick-up times, as well. This is a time of testing, when two different authority figures are present (the parent and the provider). All children will test to see if the rules still apply. During arrival and departure, we expect parents to back up our rules. Please be in control of your child during pick up times.

**Please leave your cell phones in your car so the teachers and your child will have your undivided attention during pick up and drop off times.**

Upon leaving, your child must be checked out. Parents are responsible for their children once they have been checked out.

## **Release Policy**

Your child will not be released to anyone that is not authorized on the child's enrollment form. Anyone not recognized will be asked to show proper ID, such as a driver's license. (ID may be required several times)

Teaching World will need to be notified, in advance, if anyone other than yourself is picking up your child, even if he or she is already listed on the child's enrollment form under *Release Information*. If, for some reason the parent is unable to pick up the child or wishes to send someone not listed on the enrollment form, written notice must be on file in the office before the child will be released. Notices can be emailed or dropped off at Teaching World.

## **Backpacks**

Students should arrive to daycare each day with a backpack or handbag. These should be large enough to contain personal items, such as blankets and extra clothing. Blankets, or naptime items, need to be personal size, and small enough to fit your child's backpack.

## **Clothing/Attire**

Please keep an extra set of clothing in your child's backpack, for accidents. Extra clothing needs to include tops, bottoms, undergarments and socks. Please place in a ziplock bag and label with your child's name.

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, please make sure that your child is dressed appropriately. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather. (No flip flops please!)

## **Personal Belongings**

Toys brought from home often cause tension and jealousy, so we prefer that children do not bring toys from home, unless specifically requested by a staff member for a special activity. A favorite sleepy toy for naptime is the only exception, and it is expected to be kept in the child's cubby for nap time. All personal items **must** be clearly marked with the child's name and always make sure that our staff is aware you have brought it. Teaching World is NOT responsible for any loss or breakage of personal items.

**\*Absolutely no electronic devices are permitted.**

## **Jewelry**

Because jewelry may be easily damaged and sometimes may be hazardous during active play, we ask that children leave all jewelry at home. Teaching World is not responsible for jewelry that your child is wearing or brings from home.

# **Health and Safety**

## **Safe Sleep Policies**

All childcare providers at Teaching World will follow safe sleep recommendations for infants to reduce the risk of Sudden Infant Death Syndrome (SIDS) and Sudden Unexpected Infant Death (SUID). Bottles and sippy cups are not allowed when children are laying down. Pacifiers may be used.

Only ASTM and CPSC approved cribs and other approved sleep equipment are used. Only approved mattresses designed for the specific bassinet, portable crib or play yard that fit tightly and without gaps are used. Cribs are completely free of all toys, blankets, quilts, soft bedding, pillows, bumper pads, sheep skins and any other additional equipment attached to or placed above the crib.

- Bottles and Sippy cups are never used unless an infant or toddler is held or sitting upright at a table or in a high chair.
- Pacifiers may be used when breastfeeding is well – established with parental permission and with bottle-feeding infants until the infant falls asleep. Once the infant is asleep, remove the pacifier and wash it for future use.
- One-pieced blanket sleepers may be used for warmth. Swaddling is not recommended.
- Room temperature is comfortable for a lightly clothed adult

**Infants (through 12 months of developmental age and including babies of any age who cannot turn from stomach to back and back to stomach) are placed for sleep fully FLAT on their backs EVERY time they are put to sleep.**

- Or if an infant arrives in or falls asleep in equipment other than an approved crib, the infant is promptly placed flat on her back in an approved crib.

We educate staff and parents about the risk factors of SIDS and SUIDS.

For health sleeping, every child sleeps on cots, mats or pads. All bedding is washed weekly and as needed.

Rooms have enough light for staff to easily monitor infant breathing skin color and signs of overheating (warm, red face and/or perspiration at the hairline or on the face). Our policy for supervisions is:

- At least one adult is within sight and sound of each sleeping infant. Lighting and sound should allow appropriate supervision (BIRTH THROUGH 12 MONTHS)
- At least one adult is present in the room where children are sleeping. Lighting and sound should allow appropriate supervision (13 MONTHS AND UP).

## **Illness**

Teaching World is a "well-child care facility". At no time do we provide childcare to sick children. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

**Sick Child Policy:** Under no circumstances may a parent bring a sick child to daycare, if the child shows any signs of illness, or is unable to participate in the normal routine and regular day care program. Sick children will expose all children and staff members who they come in contact with.

**If your child is unable to participate in normal daily activities, including outside play, then your child MUST stay home.**

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up **within one hour (60 minutes)**. If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness), or after they have received the second dose of an antibiotic, if applicable. Please be advised, a doctor's release stating the type of illness and that your child is no longer contagious may be required upon returning to daycare. If you are unsure whether to bring your child to care, please contact our director, as the decision will be left to her discretion. *Please note: allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.*

**Children may not remain at daycare if any of the following symptoms are present:**

- **Temporal temperature of 100 degrees or higher.** A child needs to be fever free for a minimum of 24 hours before returning to daycare, without the aid of Tylenol®, or any other fever reducing substance.
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.

- Conjunctivitis or Pink Eyes: Children with red, itchy, draining or crusty eyes may have conjunctivitis. Children may return to daycare after 24 hours of successful antibiotic therapy, a doctor's release, or with a written notice from the doctor saying the child is not contagious.
- Diarrhea: runny, watery, bloody stools. (3 or more loose stools within last two hours).
- Vomiting: 2 or more times in a 24 hour period. *Note: please do not bring your child if they have vomited in the night.*
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears, associated with a fever, or cough.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Lice/Hair Infestation: Children may return to daycare after receiving specified shampoo treatment and all signs of eggs are gone.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of other children in our care.

We ask you to help us track and control the spread of infections by notifying us if your child becomes infected with a contagious disease or infection of any type. In certain cases, a notice stating symptoms, treatment, and requirements for returning to daycare will be given to parents when a child in the group has become ill. The name of the sick child will NOT be given.

### **Medications:**

We know that many children need to continue medication even after they are well enough to return to daycare; however, in order for us to give the children medicine at daycare, the following guidelines **must be followed**:

- Prescribed medicine must be in the original container labeled by a pharmacist with the child's name, name of medication, expiration date, dosage, instructions for administration, and date of prescription.
- Parents must give consent by completing the "Medication Information" section of enrollment form.
- Teaching World will not administer medication that is expired.
- All unclaimed medication will be disposed of after 5 consecutive days of non-use.

## **Child Abuse and Neglect Prevention Policy**

Childcare workers are in a unique position to recognize victimized children. Because of this, we are legally mandated reporters of child abuse and neglect. Annually, all staff members review the guidelines for recognizing child abuse and neglect, including sexual abuse. To prevent child abuse and neglect, our program:

- Designs our classroom to avoid hidden and secluded areas.
- Makes sure interactions between children and staff can be observed and interrupted.
- Uses proper names for body parts.
- Never forces children to give affection.
- Tells children that if they have questions about someone's behavior, the best thing they can do is ask about it.
- Explains that secrets can be harmful.
- Requires a background check for all staff.
- Develops positive, non-judgmental relationships with parents.
- Is alert to signs of stress in parents and struggles in the parent-child interaction.
- Communicates regularly with parents concerning a child's progress.
- Provides education including offering tips for specific challenges.
- Provides opportunities for parents to become involved in their child's care.
- Provides information about community resources.
- Models developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with childcare staff.
- Provides an atmosphere for parents to share their experiences and develop support systems.

# **Inclusion Policy**

Teaching World has adopted the definition of inclusion as developed the Division for Early Childhood of the Council for Exceptional Children (DEC) and the National Association for the Education of Young Children (NAEYC) stating “Early childhood inclusion embodies the values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities, and society. The desired results of inclusive experiences for children with and without disabilities and their families include a sense of belonging and membership, positive social relationships and friendships, and development and learning to reach their full potential.” (DEC/NAEYC, 2009)”

## **Teaching World General Rules**

There will be no running permitted in the center. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Respectful treatment of people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a better environment for all.

Children are not permitted to unlock any doors or gates, unless directly advised by a staff member.

We maintain an open-door policy for parents during daycare hours. Parents are always welcome to call or drop in to see their children. We would appreciate consideration of our schedule when dropping in or calling. If you call during the day, please be aware that we may not be able to answer the phone. Please feel free to leave a message, so we can return your call as soon as possible. Voicemail is checked often, throughout the day.

No smoking is permitted on the premises; this includes parents and staff.

### **Toilet Training**

When you feel your child is ready for toilet training, we ask that you begin this teaching at home, during a weekend or vacation. We will work in conjunction with you, but not for you. When a child is ready, the process should go quickly. Should you decide to discontinue potty training at home, please let us know.

During toilet training, we ask that children be dressed in “user friendly” clothing, as much as possible, such as shorts and pants with elastic waists. Try to avoid tight clothing, pants with snaps and zippers, and overalls.

### **Activities/Curriculum**

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, and puzzles are just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during arts and crafts or meal times, or other hands-on activities.

### **Positive Discipline Policy**

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency, and firmness. We stress two main patterns of behavior: respect for other people and respect for property. Children are explained the rules of the center frequently, so they are familiar with the guidelines. Please keep in mind, there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of “natural consequences”. The use of time outs will be rare except when a brief cooling off period is needed.



If a discipline problem arises that does not respond to the above-mentioned techniques, we will hold a conference with you. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for other children. If the problem continues, other arrangements for care of the child will have to be made, for the safety and well-being of all.

### **Nap/Quiet Time**

We have a designated nap/quiet time daily from 12:30-3:00pm. ALL children must nap or rest during this time. This time gives children a much-needed break during the day. For children who no longer nap, a G-rated movie is shown, and they are required to remain on their cot. Should your child prefer to have a “comfort” item, please send it with them daily.

### ***Revisions to Handbook***

We reserve the right to make changes in policies and rates as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks' notice of changes.

# **Food and Nutrition**

We do not participate in any USDA Food Programs; therefore, parents are responsible for providing all snacks and meals while in our care and all meals and snacks must meet USDA guidelines (outlined below & included with your enrollment packet). All children staying the entire day will need two snacks, one lunch, one non-spill bottle filled with water and one non-spill container of milk.

- Label all food and beverage containers with your child's first and last name.
- All snacks and lunches are to be ready to eat and contained in a lunch box with an ice pack.
- Please do not send candy of any type in your child's lunch box.
- We do not reheat or refrigerate student food. Parents wanting to send "hot food" can do so by preheating the entrée and utilizing insulated food container.
- Please do not send red juice or soda as they will not be served.

Meals must contain the following:

- Breakfast- 1 grain, 1 fruit or vegetable and milk
- Lunch- 1 grain, 1 meat/meat alternative, 1 fruit, 1 vegetable and milk
- Snack- Must contain 2 of the following: 1 fruit, 1 vegetable, 1 grain or 1 Meat/Meat Alternative

**\*\*See Food Packing Guide for more details\*\***

## **Breastfeeding/Infant Feeding Policy**

At Teaching World, we welcome mothers and fathers with a positive environment that helps parents and staff feel they are welcome to breastfeed, pump, or bottle feed breastmilk to infants and toddlers.

You can expect that Teaching World Childcare staff will always follow these policies:

- Infants will always be fed on demand and at no time will staff withhold a feeding.
- Staff will always follow a mother's feeding plans to the best of our ability.
- Breastmilk or iron-fortified infant formula is served to infants less than 12 months
- Juice will not be served to infants less than 12 months
- Pacifiers are used only with parental permission

We provide a designated, comfortable breastfeeding place to breastfeed. You are welcome to use the brown rocking chair located in our Shooting Stars room.