



# PARENT MANUAL

**2017-2018**



## Welcome

Thank you for choosing Themba Creative Learning Center LLC.

It is our commitment and goal to provide high-quality care for children in a safe secure and positive environment.

Our vision is to be the most sought out childcare center for providing quality childcare services to children ages six weeks-12 years old. We will provide our parents with an exceptional experience from Beginning to End. By doing so, we will maintain an environment that exceeds our families expectations, hire professional, friendly staff that is knowledgeable and experienced in the childcare field.

Themba strives to prepare children for a life of learning, through many enriching opportunities in **developmental, social, educational, physical and emotional.**

We provide quality childcare within a developmentally appropriate program. We operate year-round, Monday through Friday 6:30 am-6: 30 pm.

Center Director  
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**Address:**

**6715 Cipriano Road \* Lanham, MD 20706 \* [www.thembacalc.com](http://www.thembacalc.com)**

**Center Phone:**  
**301-552-5437**

**Center Fax:**  
**301-552-7565**



## Philosophy and Goals

Our goal is to provide a safe, clean, healthy and loving environment. We believe that your child is a unique and valuable treasure. At Themba Creative Learning Center, our experienced staff provides the opportunity for your child to grow, to learn, and to realize his or her fullest potential. Each child is accepted as a very special individual, having a unique timetable for growing and learning.

We believe that children should be provided with an environment in which they can explore, wonder, create, investigate, ask questions and enjoy the world in which they live. The cognitive, emotional, physical and social potential of your child will fulfill your fondest hopes. Our staff consists of warm, kind, caring individuals who are committed to your child's superior growth.



## Our Mission

Themba strives to provide children with many enriching opportunities, with core focus in development, social, educational, physical and emotional. As a partner with our parents, this multifaceted approach is a continuation of the great work they (the parents) do outside of our care. We strive to provide our families with a high quality experience by maintaining the NAC accreditation, which provides the framework for us to implement a highly qualified childcare facility.

## Admission Requirements

The following conditions must be met for entrance to Themba.

- ☐ The child must be between the ages of six weeks and 12 years of age.
- ☐ Schedule a tour of the facility with the director in order to review policies and procedures.
- ☐ Schedule a day for your child to visit classroom and friends
- ☐ Pay registration fees, which is nonrefundable.
- ☐ Submit completed documents that are included in the registration package.
- ☐ A completed health certificate (immunization (shot) record and a record of a physical examination) signed by a physician. This document must be updated at least annually.
- ☐ Agree to pay tuition as required and late fees when applicable.

Schedule an orientation meeting with the director after submitting proper paper work, please prepare to spend at least 45min with the director in order to review all documents submitted.

## Financial Arrangements

After the previous requirements have been met, registration is based on a first come, first served basis.



An annual registration fee is payable when you enroll a child and is due each succeeding year he/she is enrolled. Themba operates on a 52 week calendar. If the child is taken out in June and you plan for his or her return, the registration fee is to be paid at the time of re-registration. All registration fees must accompany the registration package prior to enrollment. Tuition and other fees must be current prior to the child's enrollment in the center for the new school year. Your child care services will be interrupted if tuition and other fees are not paid in a timely manner.

All fees must be paid whether the child is present or not as well as holidays, sick days and vacations. Please be mindful that you are paying to secure the slot.

Tuition is due by the first day of enrollment and payable on Fridays for the week ahead.

All payments are processed only through our automatic Tuition Express Program.

We do not accept cash, money orders or checks.

There will be a \$35.00 charge for returned credit card payments or bad checks.. Please give the office a 48hr notice prior to Friday, if a credit card or checking account information need to be switched out.

## Discipline Policy

Our primary responsibility is always the health and safety of the children and staff at the center. Staff members will use positive methods of discipline, which encourage self-control, self-direction, self-reliance, self-esteem and cooperation.

This policy applies to all children enrolled at **THEMBA**. Children's feelings about themselves and their self-worth are a reflection of adults' expectations, attitudes and feelings toward children. Teachers must provide a caring, supportive, structured environment, allowing children some responsibility for the daily program with established boundaries for acceptable and unacceptable social behavior.

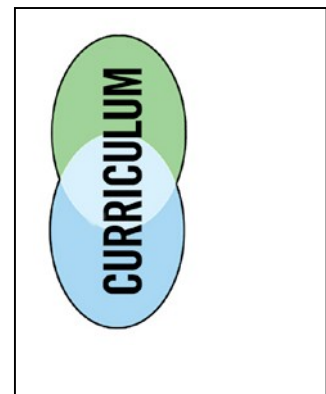
1. No child may hit, intentionally or not, or harm another child. Incidents of repeated biting or hitting by children will be discussed with parents. Parents will be notified if their child has been injured and will be given a copy of a written Incident Report, copies of which will also be kept on file at the Center.  
Classroom policies regarding behavior will be developmentally appropriate for each age group. Children unable to meet all classroom behavioral objectives will be encouraged to meet as many as possible with continued encouragement and support from the teachers.
3. Negative behavior will be noted and discouraged using various techniques appropriate to the developmental and social needs of the child and group. These techniques may include, but are not limited to: verbal signals, forms of time out, removal of the child from certain activity areas, loss of privileges, and in the most extreme cases, removal to the Director's office.
4. Parents will be informed at all times of any behaviors that persist or are detrimental to the child or group. Parents and teachers may initiate conferences at any time to discuss concerns. Parents should view these conferences as opportunities for concerned, caring, supportive dialogue.
5. Enrollment at **THEMBA** may be suspended or terminated at the request of the Director due to continued inappropriate or negative behavior by the child. Persistent negative behavior may indicate a child is unable to adjust to the program and/or is developmentally unready to accept responsibility for behavior. Every attempt will be made to prevent termination. However, in some instances, it may be the only recourse.
6. No staff member may discipline a child by slapping, hitting or spanking, or using abusive language. Any staff member who violates this policy is subject to immediate dismissal. Our goal is positive reinforcement of positive behavior.

## Our Curriculum

**THEMBA** has chosen The Investigator's Club for our children who are Preschoolers, an award winning research- supported curriculum to use in your child's classroom. Each Learning Scope and Sequence" model for full-day care, providing visual, auditory, tactile, fine/gross motor skills, emotional, social and intellectual stimulation. The program promotes STEM, creativity, family involvement, and development of the whole child. Daily experiences captures and support the learning of important skills and concepts.

**THEMBA** strives to reach a balance between "academic" structure and creative social interaction. A mix of quiet and active play takes into account that the children are participating in group activities all day.

A goal of the program is to encourage children to make simple and appropriate choices emphasizing planning, working and evaluating which establishes personal responsibility. The teacher's questions and suggestions set the stage for key experiences that stimulate the child's thinking processes, language development, and social development. For further information about the curriculum, check out [www.investigatortclub.com](http://www.investigatortclub.com)



Our goal is to provide **infants** with a safe, nurturing environment encouraging exploration and discovery along with time for listening to music and stories. A wide variety of age-appropriate toys are available to stimulate cognition, social interaction, large and small muscle control. A soft mat or climbing area where children can interact with each other and staff members also allows children to safely practice rolling, climbing, jumping, and sitting up or standing. Infants and toddlers will be taken outside daily for play on the playground, or for walks in strollers, weather permitting. The Healthy Beginning Curriculum is used as an additional resource in our infant classroom. check out [www.marylandhealthybeginning.org](http://www.marylandhealthybeginning.org)

**Zoo-Phonics-** A curriculum based reading and spelling program which teaches children the fundamentals of the English language. Zoo-Phonics exceeds state standards!! Our children will learn the sounds of the alphabet in TWO WEEKS! Faster than we ever expected our children are reading, spelling and writing!

Information regarding specific programming/ special activities is sent to parents each month in the **Parent Newsletter and Tadpoles**

### **Hours of Operation**

**THEMBA** is open between the hours of 6:30a.m - 6:30p.m, Monday through Friday. We ask that children arrive by 9:00AM so that he/she may have a smooth transition into the days' activities. No morning snack will be served to children arriving later than 9:00AM. If your child is arriving late due to a doctor's appointment, please call the center and give his/her approximate time of arrival, children will not be admitted during nap time 1pm-3pm, we highly recommend that parents schedule doctor's appointment during the early morning hours so that the child can return to school by 1pm. No child may be at the Center prior to opening time or after closing time and **may only be at the center for a maximum of 10 hours.**

**No child will be admitted after 10am without a doctor's note.**

If a child was administered shots during the doctor's visit, the child may not return to school due to complications from the shot and fever like symptoms associated with the medicine that often cause the child to be irritated and uncomfortable.

### **Center Closing**

**THEMBA is closed on the following holidays/training days**

New Year's Eve	closes at 3:00 p.m.
New Year's Day	closed
Martin Luther King Jr. Birthday	closed
President's Day	closed
Memorial Day	closed
Independence Day	closed
Staff Development TBD	closed (2-3 days total)
Columbus Day	closed
Labor Day	closed
Veteran's Day	closed
Thanksgiving	closed
and the day after	closed
Christmas Eve	closed
Christmas Day	closed
Day after Christmas	closed

\*These closing dates and times are subject to change

Please note - If Christmas and New Year's Day fall on Saturday or Sunday, **THEMBA** may be closed on the following Monday. Please consult your Center Director, and always read the Parent's Newsletters/Memos.

**About Religious Holidays:** Themba is not a religious school, therefore; we do not single out any one holiday to celebrate in order to respect the differences of our community religious practices.

Themba does celebrate the different cultures at **THEMBA**. Please feel welcome to bring in special foods, traditions, etc., to help us celebrate and teach our children about other cultural traditions. Let us know if there are other traditional festivals that you celebrate so the Center can participate in observing them with your child. Our annual Multicultural week is held in March.

**Teachers** participate in two professional development-training days during the year. Dates will be announced as much in advance as possible. The center is closed for teachers' participation and all training activities. Tuition is not discounted or refunded for these training days.

### **Inclement/Emergency Closings**

Sometimes Themba must close because of emergencies or inclement weather. When you are not sure about the closing of the center, please call the office by 5:30am or check our website, Thembaclc.com for updates. Themba will also send out an alert by email and or text. Tuition fees are still due during emergency and/or inclement weather closings. Refunds or credits will not be given.

If snow or ice develops during the day, after the children have arrived, and there is an accumulation of two inches or more, the center will close early to permit staff to get home before they are stranded. Please plan ahead for such emergencies. The child(ren) must be picked up no later than two hours after notification.

### **Birthdays and Celebrations**

**THEMBA** celebrates birthdays and other parties in the child's classroom during afternoon snack. The party must be planned and approved by your child's teacher. Please fill out a birthday request form and submit it to the teacher no later than 7 days prior to the party. Please pay close attention to the healthy foods guidelines for parties.

## **THEMBA'S STAFF**

**THEMBA** strives to recruit dedicated, caring Professionals who support our philosophy and program. All staff must meet the requirements for certification as child care providers in a group setting, and also must participate in ongoing staff development programs, classroom meetings, and outside



Continuing education seminars. All staff must provide a criminal history record/background check in order to be cleared through licensing.

**Our** Center has a Director and/or Assistant Director available to assist children, teachers and parents at any time. **THEMBA** meets or exceeds State required child/staff ratios in all classrooms. All staff are trained in pediatric CPR and First Aid soon after they are hired.

Compliments, comments or concerns relating to Teachers should, if possible, be addressed directly to the Teacher. The Center Director should also be informed regarding staff performance, both positive and negative. Parents are encouraged to visit and actively participate in their child's classroom.

## **Parent's Role**

**THEMBA** believes that the parent is the child's first teacher; therefore we respect the parent's role and influence they have. We strive to work in partnership with home by strongly encouraging parental involvement in our center. Daily communication is most important to both parents and teachers. If you

don't have time to speak with the teacher or director, please send an email or drop a note in the suggestion box. We encourage all parents to sign up to become a Parent Partner an initiative that started in 2013.

**THEMBA has an open door policy at all times.**

Parents may visit the Center and child's classroom at any time, to observe, evaluate and assist!  
Parent volunteers are especially welcome on field trips!

Parents may call the Center during the day to ask how their child is doing, but please remember that teachers are busy in the classrooms. The Director will check on the child and report back. Teachers are available to speak directly with parents from 12:30-2:30pm daily.

Parents are encouraged to attend Back to School Night held in October. This is an opportunity to meet your child's Teachers at the beginning of each new school year. Special programming at Back to the School Night gives parents a chance to experience their child's day!

**Parent/Teacher Conferences** will occur twice a year. These are "progress reports" for both parent and teacher to discuss your child's developmental progress, and any other situations regarding your child. Again, this is a good opportunity to develop a working relationship with your child's teacher.

## Positive Guidance

We use positive guidance, redirection and encouragement:

"It works best if".... instead of "Don't do it that way"  
"You can do it....You did that well"

When people hear demands, they react by resisting, no matter what their age. Adults often call this behavior in children "not listening". Frame all requirements as requests or suggestions:

"Wouldn't that work better if...."  
"How about trying it another way....let's think what will work..."  
"Would you help us clean up....we need you!"  
"Why don't you and (friend) try doing this another way..."

Just as we don't have "bad" children, we do not have "bad" behaviors! Sometimes behaviors "work" or "don't work"; when a child's behavior does not work, there are consequences. Make sure the child understands the consequences, but do not use the consequence as a threat: "if you can't stop running, you will have to take a seat for five minutes and read a book".

We give children choices and leave it up to them. Making choices gives them power! Choosing behaviors that work gets recognition and encouragement; behaviors that don't work have other consequences.

A consequence may be a rest period away from the activity, going to the office or even withdrawal from the Center. Consequences are not punishments. Consequences flow naturally from choices. We want children to learn to choose for themselves to do what "works" because they see that it really works, not jut to avoid being "bad" or to be "good".

## Field Trips

Providing children enhance monthly 'theme' with opportunities for outside experiences. Field trips are scheduled





Approximately three per year--taking into consideration the age and developmental readiness of the group. Some field trips are scheduled "in-house", the program comes to the center. The classroom monthly calendar will note **Field Trip Days** for your information. Parents are always welcome-and encouraged-to participate on trips!

Because a field trip is the scheduled activity of the day, and all teachers are required to participate on the field trip for safety and security reasons, care will not be available at the Center for a child who does not attend the field trip. You may choose not to participate on a field trip, and may have to make alternate arrangements for your child during that time. Parents are requested to participate one time per "semester" on field trips.

Field Trip costs such as bus transportation, entrance fees, etc. are the responsibility of the parents. Information regarding cost, transportation arrangements, date, location and activity will be sent home to parents on the permission form. This form must be completed, and all fees paid prior to the day of the field trip in order for your child to participate. Tuition is not discounted if you choose for your child to not participate on a field trip. All preschoolers ages (3's-4's) are expected to attend the field trips. If the parent decides that the child can't attend, Themba does not have alternative care whereas all teachers will be chaperoning the children on the trip.

### **Field Trip Permission Policy**

**Parents must return a separate signed permission form for each trip.** Forms are provided by the Center prior to each trip. If a signed permission form is not on file at the Center on the scheduled field trip day, your child will not be allowed to go. If you are not available to sign the permission, or to pick up your child, and no alternate care arrangement has been made, the Center will contact the next person on the Emergency Contact Form to pick up your child for the period of time covering the field trip.

### **Car Seats**

On any trip in which a parent drives their own or other children, car seats must be provided for any child four years of age or younger, and/or under forty pounds. Parents will be asked to leave car seats at the Center on any day in which a field trip is planned and parents are driving.

When parents drive children other than their own, permission forms and waivers must be signed and filed at the center for each child.

### **Snacks and Lunch**

**THEMBA** provides breakfast snack, afternoon snack and milk daily. Breakfast is generally between 6:30a.m and 9:00 a.m. and lunch is at 12:00pm. Snack is at 3:15 p.m.



Lunch is catered daily through Good Foods Company for our older infant's -preschoolers. All lunch provided is USDA approved. Menus are posted across from the parent board in the main hallway. Please inform the staff if your child has any known food allergy or dietary restriction. We will post a list in each classroom and in the kitchen at all times. If the child has a milk allergy, parents must provide a milk substitute.

If the parent wishes to bring in school lunch, we strongly encourage parents to use a thermos to keep food hot and an icepack to keep food cold. Teachers will not warm up food in microwave. Please pack nutritional lunches and snacks to help promote healthy eating. If you didn't receive a list of healthy choices, please stop by the office.

Parents must place lunch boxes in child's cubby with everything labeled inside the box.



## **Diapers and Toilet Training**

**THEMBA** accepts children in diapers and cooperates with parents when toilet training begins. Parents should involve the staff in the decision to begin toilet training. Since children spend the majority of their day at the Center, staff may have some concerns and suggestions as to readiness and the method of training to be used.

It is important that toilet training be a pleasant, non-stressful, successful experience for the child, parent(s) and staff. Themba will provide your child with diapers and wipes through our Cuties Program.

## **Parent's Responsibilities**

Parents are responsible for dressing children appropriately for the season and weather. **THEMBA** will make sure all children are comfortably dressed at all times, and in particular, dressed warmly during cold weather when outside.

Coats, hats and mittens will be put on children before going out in cold weather, however, children sometimes discard heavier clothing as they play and get overheated. Teachers supervising children outdoors will make every effort to make sure children are appropriately dressed at all times.

**All personal clothing must be clearly labeled to avoid loss.** Teachers are not responsible for identifying clothing that is not labeled.

Children grow rapidly, and clothing provided at the time of enrollment may soon be outgrown. Please provide current sizes as necessary. The following items of clothing should be at the Center for your child's use: undershirt, shirt, underpants, pants or shorts, socks, shoes

These additional clothing items should be labeled and brought in when indicated by staff or indicated on the calendar:

1. Bathing suit, towel, sandals
2. Raingear
3. Snowsuit and snow boots
4. Extra hat & mittens

Children go outside during the winter unless the temperature is below 30°F. The Center Director determines whether children and staff will have outdoor play. The Office of Childcare requires that all children are to go outside unless directed by a doctor.

The following personal items are also required and must be labeled:

1. 2-3 cot sheets - **crib size only**
2. Light cover - **crib size only**

These items, used during nap/rest times will be sent home weekly on Friday for washing; please return these items on Monday morning. Personal articles such as stuffed animals, special blankets, etc., should be clearly labeled. **Infant and Toddler parents are expected to make their child's cribs every Monday Morning.**

**Due to sanitary precautions, pacifiers and/or bottles are not allowed in classrooms other than infant/toddler rooms. Sleeping bags or pillows are also not allowed.**

Please note: If your child does not have a clean cot sheet, light cover and an extra change of clothing, you will be asked to bring in required items or pick up your child immediately. Failure to do so will result in a charge of \$10.00. This charge will be used to purchase a replacement cot sheet for your child.

## **Personal Objects and Toys**

Children **may not** bring toys or other special items from home unless it is specifically for a "Show and Tell Day". Toys from home create tensions when owners are unable to share, and toys become lost or broken. On "Show and Tell Day" special items will be stored in your child's cubby or with the teacher until your child leaves.

## **Mandatory Uniform Policy: Ages 2-4yrs Monday-Friday**

Navy blue dress, skirt, sweater or Bottoms (no jeans)

Powder Blue, Navy Blue or White Collard shirt (No Tees Please)

Black Shoes Only

No open toe shoes \*\*

**\*\* If your child is not in uniform, you will be asked to pick your child up or bring the proper clothes to center in a timely manner.**

**\*\* Children do not wear uniforms during the summer months.**

## **Custody Concerns**

In the case of families where parental custody is at issue, the Center must retain **on file** a notarized copy of any court-ordered custody settlement and/or visitation agreement for either parent. Should any changes occur in the status of custody or visitation, a copy of the new agreement or court order must be provided to the Center for the file. It is the custodial parent's responsibility to provide this information to the Center. Non-custodial parents coming to pick up their child according to a visitation agreement must produce a photo I.D. Non-family members cannot pick up children unless written permission from the parent is on file.

Please remember that your child needs to feel secure and comfortable at the Center, particularly when home life has been disrupted. Please do not make the Center the drop-off or exchange site if at all possible.

## **Drop Off/Pick Up Procedures: Procure Management**

Your child must be signed in and out of the center by using our computerized childcare system. Each child is assigned a child identification number (CIN). Parents must enter this CIN into the key pad daily to admit and pick-up their child. (Teachers will also sign children in by using the attendance sheet in the classroom) The parent, guardian or a designated adult are the only ones allowed to pick-up your child. They must accompany your child to and from their classrooms. If you have information for your child's teacher, you are encouraged to write it in the parent communication log.

Your child will not be released to a person not previously authorized by a parent to pick up a child. We must have written or verbal authorization form changes, and if the parent has not notified us of the change, the child will not be released until we have spoken with the parent and received proper authorization. In addition to the above, picture identification will be shown to the center staff for safe release of a child.

If your child is brought to or picked up from the Center by a private bus, transport service, school bus or taxi service, friend or relative, the person responsible for bringing your child must walk your child into or out of the building and classroom and sign your child in or out through our Procure System. Please give them your access code.

## Community Resource and Referrals

**THEMBA** maintains a current listing of resources and referrals, both public and private, in the areas of child health/development, family child care providers, parenting seminars and specialists in various areas relating to family, child health and welfare. These specialists are available on a consulting basis to families. Please contact the Center Director for more information.

## Illness, Accidents, Emergency Care, Sick Child Policy

THEMBA is not licensed or responsible for the care of sick children.

Children in this age group are highly susceptible to illness and infection. Please be considerate of other children, teachers, and most important, your own child's need to recover completely before returning him/her to the Center.

If your child becomes ill during the day with a fever of 101 degrees, or appears ill upon arrival, you will be required to pick him/her up immediately. If you are unable to pick up your child **within one hour**, the next person on the Emergency Contact Form will be called. Emergency cards must be kept current with business phone numbers and emergency contacts. Your child will be taken to the Director's office where a cot is available for resting, pending parent arrival.

## Common Indicators of Illness

1. Green, runny mucous from the nose, ears or eyes, is generally a common indicator of infection. If your child is congested, coughing, and generally not feeling well, he/she will not benefit from being at the Center. We realize that children may retain a "runny nose" longer than the actual virus. Please take into consideration your child's general condition before bringing or returning to the Center. The child may not return without a physician's note.

2. Vomiting may or may not be illness related. Please note your child's general condition, and if there are two or more episodes of vomiting in one hour period, a stomach "virus" or "flu" may be present.

We require that you keep your child home for 24 hours after the last episode. If a child vomits two or more times at the Center, parents will be called to pick up their child immediately.

3. Diarrhea may or may not be illness related. Help avoid unnecessary spread of infection by keeping your child home for 24 hours after the last episode. If a child develops diarrhea at the Center (3 runny stools within a one hour period), parents will be called to pick up their child immediately.

4. Ear infections are not contagious, but the 'virus' or cold causing the inner ear blockage is infectious. We require that you keep your child home for 24 hours after diagnosis and for medication to take effect.

5. Pink eye is highly contagious to those coming in contact with the infected person.

Children diagnosed with pink eye **must** stay home for a full 24 hours (1 day) after diagnosis and for medication to take effect.

Please give your child prescribed medication as indicated until finished. We can give medication only if a medication administration form is on file.

Our goal is to avoid a series of needless infections, caused by allowing a sick child to remain at the Center. We are aware that a sick child can pose many concerns and problems for working parents, and we may be able offer suggestions for alternative care in an emergency situation.



Please note that tuition is not refunded/discounted if your child is absent due to illness.

## **Readmission after Illness**

**THERE MUST BE NO VISIBLE SIGNS OF SICKNESS, WHEN YOUR CHILD RETURNS TO THE CENTER**

Return after absence due to illness requires a parent's written statement or a physician's note in order for the child to return indicating your child is free of illness or is taking medication and is able to participate in the program's activities.

Children may not return until free of vomiting/diarrhea/fever for a 24-hour period, or have been on prescribed medication for a 24-hour period.

If your child is not attending due to illness, please call the Center to let them know your child will not be at the Center that day. Children will not be admitted after a doctor's appointment during nap time between 1:00pm-3:00pm

## **Medication**

Medication may be administered to children in the Center only upon the written order of a licensed physician. A Physician's Medication Order Form supplied by the Center shall be completed for each medication prescribed. The first dose must be given at home.

A record of medication dispensed to a child during care is recorded on the Child's Personal Record. Only the Director or authorized teachers are permitted to administer medication and maintain medication records. Please provide a medication spoon or dropper so that the correct amount of medication is given. Medication must not be expired and bear the name of the child to whom it is given. The parent's instructions must be consistent with the labeling on the medication.

There can be no stock or medication of any kind on supply at the Center.

**Non prescription**, over-the-counter medication may be given provided the child's physician authorizes it in writing. The parent must also fill out the Medication Form.

All medications are labeled and stored in locked cabinets, generally in a locked box kept in the Center's refrigerator.

## **Emergency Care Procedures**

**THEMBA** provides trained, conscientious and safety-conscious teachers to supervise your child at all times. However, children in a group care setting are exposed to minor injuries such as bumps, scrapes, bruises and bites. **THEMBA** will attempt to prevent such injuries by always providing safe, developmentally-appropriate equipment and play areas and by always supervising the children.

Should an accident occur, involving head, tooth, eye, back or bone injury, teachers will provide appropriate emergency care, and the child will be taken immediately to the nearest emergency room by ambulance, accompanied by the teacher or Director. The cost of ambulance service will be the responsibility of the parents. Each parent will get a copy of the emergency preparedness plan at the time of enrollment.

The Director or designated staff member will contact the parents immediately. We will make every attempt to take the child to the hospital of choice as noted on the Emergency Card. Parents are responsible for contacting the child's pediatrician or other health provider.

## **Authorization to treat a Minor Form**

Parents must complete and notarize the "Authorization to treat a Minor" form provided at enrollment to guarantee treatment in an emergency. If a notarized Authorization Form is not in the Center's file, it is



possible that a hospital will refuse treatment until a parent authorizes treatment.

## **First Aid Information**

First Aid by staff will be limited to that necessary to preserve life or prevent further immediate damage, and will be administered within the boundaries of first aid training. The center has a complete, easily located, and approved First Aid Kit.

## **Toilet Training**

When you or your child's primary caregiver see signs of readiness for toilet training, we will discuss the subject and agree on a mutually acceptable time to begin. It is our experience and belief that training usually proceeds smoothly for most children if not started too soon and if treated lightly. Accidents are part of the process and will be handled casually. Please be sure during this process that your child has plenty of extra pull-ups, training pants, clothes, socks, etc.

## **Fee Structure and Payment Plan**

In order to either place your child on a waiting list or to reserve your child's place in a classroom, a two weeks of tuition may be required as a deposit to hold your child's slot. This deposit guarantees placement within in one to three month time frame depending on classroom availability. The deposit is held throughout your child's enrollment and is credited back to the first two weeks of enrollment when all other enrollment agreement requirements are met. If you are returning to Themba from the previous school year, you are required to Re-Register your child for the Fall in June.

Tuition at **THEMBA** is based on the child's enrollment schedule. **THEMBA** offers full time/full day care - Monday through Friday, as well as some part time schedules for some age groups. Please request a current enrollment and tuition schedule from the Center Director.

Tuition is due according to the following schedule:

**Monthly Payment:** due by noon on the first Friday of each month.

**Weekly Payment:** due by noon on Friday for the current week.

**Part-time Enrollment:** due by the first day of the child's enrollment schedule. (**Monday**/Wed/Fri. or **Tuesday**/Thurs.)

A late fee of **\$10.00 per school day** will be charged everyday by noon if your week's tuition is not paid by the due date as required in the enrollment agreement. The due date for tuition is **Friday**. Your grace period is **Monday by noon**. If the Center has not received your tuition by the due date for your weekly tuition (or by the fifth calendar day of the month for monthly tuition), the Center may refuse to admit your child to the Center until you pay the amount due. The Center also reserves the right to terminate your child's enrollment for non-payment. If **Themba CLC**, has to take collection action to collect unpaid fees, you will be responsible for all accrued late charges until the date collected, and for reasonable collection cost, including attorney's fees.

**Parents will be notified of any tuition increase at least 30 days and no more than 3 months in advance.**

### **Tuition does include the following:**

Required instructional materials for Infant-Kindergarten (Investigator's Club),

Zoo-Phonics, Art, Zumba, Sign Language, Music, Computers, Diaper/Wipes, Hot/Cold breakfast, Afternoon Snack, Milk, Hot Cater lunch.

( Food will be provided to infants at 12months)

**Tuition does not include the following:**

1. Field trip fees and bus transportation
2. Tissues for Nose
3. Optional enrichment programs offered through Themba. (Yoga, French Immersion Program, Spanish, Chess, Chinese, Soccer, Mandarin, Science, Dance, Robotic Engineering)

There are no refunds/discounts made on tuition for absences of any kind, including those due to illness, holidays, vacation, snow days or Center closings as listed in this Parent Handbook. The registration fee and the deposit to hold a slot is nonrefundable.

For families with two children, **THEMBA** offers a 10% reduction in the cost of the lower full time tuition. A 5% discount is offered on the lower part time tuition for families with two children enrolled, either both part-time or one full-time and one part-time.

Parents who choose to pay a monthly tuition receive a 3% discount off the total tuition of one or more children. All tuition must be paid prior to services being rendered.

**Withdrawal/Dismissal Procedures**

You must give the Center Director at least one month's notice in writing if you wish to withdraw your child from the Center. If you give such notice and if an enrollment deposit was received during enrollment, you may use your Deposit as a credit against your last month's tuition. If you do not give such notice, and a deposit was received at enrollment, you will still be responsible for your entire last 30-days tuition. If you do not give such notice, your entire Enrollment Deposit and any prepaid tuition will be forfeited.

**Enrollment Agreement Forms**

Please review and ask any questions at the time of enrollment. You are responsible for any part of the enrollment agreement which you have signed and agreed to, including: Health Inventory, Immunization Record, Emergency Card Information, Authorization to Treat a Minor, Current Address and Phone Numbers for Home and Business, Emergency Contact Form, Custody or Visitation Agreements, Field Trip Permission Forms, and all Financial Responsibilities.

**Late Pick-Up Policy**

If your child is picked up after the scheduled closing time of 6:30pm, you will owe a late fee of \$15.00 for up to the first 5 minutes and \$1.00 for each additional minute. These late pick-up penalties must be paid immediately to the staff attending to your child. If your child is picked up more than thirty (30) minutes late two (2) or more times in any thirty (30)-day period, the Center may terminate your child's enrollment. If you need services longer than 10hrs a day, there is a \$25.00 per week fee for longer hours

**Damage to Center Property**

Parents are responsible for any damage to Center property or equipment caused by themselves or their child. If these costs exceed the enrollment deposit, parents must reimburse the Center for the damage.

**Biting Policy**

Children often bite; particularly prior to developing large vocabulary skills. The frustration of not being understood, or of being provoked by another child often manifests itself in aggressive behaviors...especially in children under the age of three.

Because of health and safety concerns, children who bite will be removed from the group for a short period of time immediately after the biting incident. Parents of both children (the biter and the one bitten) will be notified. Teachers will observed closely and implement developmentally appropriate practices to redirect aggressive behaviors. If three incidents do occur within a short amount of time, the child may be moved to another classroom or enrollment may be terminated at the discretion of the Center Director. Parents will be

Notified of all incidents and will be given every opportunity to work with the teachers and Center Director to prevent other biting incidents.

## Complaint Procedures

All Complaints from a parent or employee are taken seriously. The following measures will be taken to address complaints. The individual making the complaint is required to submit the complaint in writing so it can be documented and addressed. A meeting will be scheduled (via face to face or telephone conference) to follow-up on the complaint to determine the severity. Depending on the severity of the complaint, either a meeting between the parties involved will be scheduled to address the concerns or it will be immediately reported to MSDE/ Licensing Childcare Officials. Any relevant information, including plan of action resulting from a meeting or other actions taken by governing agencies will be documented in the file of each of the parties involved.

## NEW Policies

- ☐ **No Hair Beads** for girls due to the beads being a choking hazard
- ☐ **No Cell Phone Zone** when entering into the building for all
- ☐ **Holding The Door** Please do not hold the door for anyone behind you, the person must log in their code to get inside the building
- ☐ **10 hour Rule** Children are only allowed a maximum of 10hrs at Themba. Parents may pay an additional fee for longer hours
- ☐ **Shots** Children may not return to Themba after receiving shots
- ☐ **Nap Time** Children may not enter building during the hours of 1pm-3pm , we highly recommend that parents schedule doctor's appointment during the early morning hour so that the child can return to school by 1pm

## Non Discrimination Policy

Themba affords equal opportunity to all employees and prospective families regardless of family structure, socioeconomic status, race, religion, cultural backgrounds; gender, abilities; or preferred language are invited to be included in all aspects of the program, including volunteer opportunities.

Remember we are here to assist you in the care of your child so that you can attend to your workday with comfort and security knowing your child is being nurtured, developmentally challenged and enjoying the companionship of friends in a safe and loving environment.

Thank you for allowing Themba to serve your family!!

---End---