

Tiny Tots Child Care
“A Place to Learn and Grow”

Parent Handbook



270 Union School Road N.W.
Shallotte, NC 28469
(910) 575 – 3100 Office
(910) 575 – 3171 Fax
www.tinytotsnc.com

N.C. LICENSED CHILD CARE CENTER

Table of Contents

Welcome Letter.....	3
Mission Statement.....	4
Philosophy	4
Program Goals and Objectives.....	5
Hours/Days of Operation.....	6
Holiday Closings.....	6
Additional Closings.....	6
Annual Fees.....	7
Tuition.....	7
Absenteeism Policy.....	7
Department of Social Services.....	7
Non-Sufficient Funds.....	8
Delinquent Accounts.....	8
Enrollment Procedures.....	8
Abuse and Neglect Procedures.....	9
Personnel Policy.....	9
Safe Arrival and Departure.....	9
Health.....	10
Communicable Disease.....	10
Discipline.....	10
Infant and Toddler Care.....	10
General Information.....	11
Snacks and Meals.....	11
Activities.....	14
School-Age Program.....	14
Pre-School Program.....	14
Medication Policy.....	14
Annual Satisfaction Survey.....	15

Tiny Tots Child Care Center
270 Union School Road
Shallotte, NC 28470
(910) 575 – 3100 Work
(910) 575 – 3171 Fax
www.tinytotsnc.com

Dear Parents,

Welcome to Tiny Tots Child Care Center. Our goal is to provide you with a high-quality early child care program. When you are not with your children, we want you to feel secure in knowing that your children are loved and cared for in a safe environment.

Our state-of-the-art Center allows you to see your children even while you are not with them. By logging onto our website, you can watch your children throughout the day. Each classroom is highly secured with surveillance cameras. The playground areas are also secured with cameras, privacy fences and have perimeter motion detectors. All doors are security locked. Parents or visitors are required to enter the Center by entering the main entrance. Parents or guardians are given an individual pass code; in which, you will use to gain access to the main portion of the building and class rooms. Parents are encouraged to visit any time.

Tiny Tots provides full-time child care services for age's 6 weeks to 4 years of age from 6:30 a.m. to 5:30 p.m. Monday through Friday. Tiny Tots also provides after school and summer programs for school age children up to 12 years of age. Attached you will find Tiny Tot's philosophy of education and some of our Centers policies. We are looking forward to being involved in the development and growth of your children.

Sincerely,

Michael and Shawna Williams
Owners and Operators

Mission Statement

A high quality early child care program can foster the development of infants to preschoolers, a process that can set the stage for the rest of their lives. Children are encouraged to participate in the growth and enrichment experiences and programs at Tiny Tots. Learning activities are in a setting that compliments a unique pattern of growth and development. Tiny Tots provides a creative learning environment that nurtures each child in his/her social, emotional and intellectual growth while developing and promoting a positive and accurate self image.

Philosophy

We believe the purpose of child care at Tiny Tots is multidimensional: We provide a setting that is physically and emotionally safe for children. Children are offered care in a safe, nurturing environment that parents can trust when apart from their child while having a feeling of support and involvement.

Tiny Tots believes that children need a developmentally appropriate program that fully promotes each child's skills while focusing on their individual dispositions and interest.

Tiny Tots believes in family. We see ourselves as part of an extended family, working with families to provide the very best care and educational opportunities for your child. Parents can be confident that they have a support system as they confront the multiple demands of childrearing, school, work and life's everyday demands.

Tiny Tots believes in demonstrating responsive approaches; in addition to, employing and maintaining highly trained staff to assist in nurturing and guiding each child's growth and educational development in a fun and stimulating environment. Staff and Volunteers are experienced and trained in the different developmental stages of a child's life and provided with ongoing training opportunities.

Program Goals and Objectives

Tiny Tots provides a variety of developmentally appropriate interest areas to explore as well as various hands-on experiences utilizing multiple resources. This creates a rich environment for children to learn, grow and develop at their own pace. We focus on nurturing creativity, developing social skills and building meaningful learning experiences. Children are free to choose from an array of teacher directed and child initiated activities such as but not limited to; exploring sand and water, dramatic play, stories, language and literacy activities, block building, manipulative and numerical development, arts and crafts, music and movement, clay and play dough, painting, cooking, gardening, and outdoor exploration. These activities along with many more are designed to promote high self esteem, independent learning, friendship, and foster lifelong feelings of ability. School-Age programs provide structured activities, homework support, outdoor play and healthy snacks.

Tiny Tots believes the best atmosphere of learning is one of acceptance, mutual respect, pleasing surroundings, fairness, consistency, clear limits and expectations and encouragement. A predictable well organized environment, with caring adults setting clear goals and appropriate consequences, helps to supports the whole child. Children, who are in high-quality centers comparable to Tiny Tots, acquire higher-level skills such as problem-solving and are motivated to learn. Our goal is to not just make children smarter, but to support their development, give them a sense of self and provide a foundation of learning for the rest of their lives.

Families are an integral part of our program. Tiny Tots encourages both informal and formal parental involvement in children's care and education. Parents of younger children receive regular written information about their children's experiences and progress. Effective communication and collaboration between families and teachers is essential. Support, encouragement, and assistance are vital in helping to ensure your child's personal growth and development. We welcome parents to visit our center at any time during hours of operation to observe their child.

Hours of Operation

Tiny Tots will be open 6:30am to 5:30pm Monday thru Friday, serving children 6 weeks – 12 years. Tiny Tots must be notified if a child will be arriving after 10:00 a.m. All children must be dropped off by 10:00am. Activities start early and it makes it very difficult for children to adjust if he/she arrives after activities are already in progress. Bringing your child before 6:30am or picking him/her up after 5:30pm is not permitted. You may sign your child out at any time before 5:30pm. Please be on time! Even a short delay can seem endless to a child who is waiting to be picked up.

Holiday Schedule

Our center will be closed to observe the following Holidays:

- New Years Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Thursday and Friday
- Christmas Eve through New Year's Day

Additional Closings

In case of changing weather conditions, Tiny Tots will remain open until weather worsens. During times of extreme weather conditions, Tiny Tots will typically follow the Brunswick County School closings. If County Schools are closed due to severe weather conditions, then you can expect Tiny Tots will also be closed. Parents must prepare themselves to pick up children whenever these conditions occur.

There will be no deductions from tuition for these holidays or any closings due to inclement weather.

Annual Fee

There will be an initial \$50.00 fee payable upon registration and a \$35.00 annual fee thereafter, each August. These fees help cover various expenses such as enrollment paperwork, data entry, supplies and insurance. *All annual fees are non-refundable.*

Tuition Payments

Tuition is payable on Mondays and is due in advance. You may choose to pay weekly or monthly. Please know that all weekly fees are due whether your child is present or not. Late fees are 10% if tuition is not paid by the close of business Monday. If you are one week late, you will have to pay the past due bill in full before leaving your child the first day of the second week. There are *no refunds* on weekly or monthly payments. PLEASE PAY ON TIME. There will be no exceptions. Our rates are based on a ten hour work day. Any child left in our care more than ten hours will need to pay an additional \$5.00 per hour.

In case of an emergency when children must spend additional time in the Center after closing hours (5:30 p.m.), the parent must pay \$10.00 per child for the first 15 minutes. After the first 15 minutes, a fee of \$1.00 per minute will be charged. This fee will help cover overtime hours for staff.

Absenteeism Policy

If your child will be absent for any reason you must notify the Center by 10:00am on the day of absence or write a note in advance with the date(s) of his/her anticipated absence(s). This includes children in the after school program as well.

Department of Social Services

All parents receiving assistance through the Department of Social Services must pick up their children on time. All of this information is required by law to be recorded and turned in to the Department. You could lose your assistance if you do not comply with your voucher terms. If you have a parental fee, it must be paid in full by the 15th of the month. There can be no exceptions to this rule.

Non-Sufficient Funds (NSF)

There will be a \$15.00 service charge on all returned checks (NSF). This is the amount the Center's bank charges for returned items and any other fees that Tiny Tots may incur as a result of the returned check. Child care services will be immediately stopped until full payment of all charges have been paid in **cash only**. If we receive two non-sufficient fund checks from you, we will no longer accept a check as payment.

Delinquent Accounts

Tiny Tots does require a written two week notice to remove a child from the Center, and you are responsible to pay through that notice. If you choose to remove your child for the summer, your child's space will be at risk. Spaces cannot be held from summer to fall without payment. Payment is still due upon illnesses, vacations, or any school closings.

Enrollment Procedures

Tiny Tots believes in diversity. Tiny Tots does not discriminate on the basis of race, religion, national or ethical origin in the administration of its educational policies or admission practices. Parents / Guardians shall fill out and return all enrollment forms and medical forms required by the North Carolina Division of Child Development and any Center specific forms prior to your child's first day of attendance. Emergency information on the enrollment form must be complete, leaving no blanks and must be updated as information changes. Parents are encouraged to visit the center before their child is enrolled and are encouraged to bring their child with them. This will give the child an opportunity to meet their teacher and other children before the first full day of attendance. If parents or children do not follow Tiny Tots Child Care Center policies and procedures and / or endanger the safety of themselves or others, Tiny Tots will immediately terminate any and all child care services.

Abuse and Neglect Reporting Procedures

Any suspected abuse or neglect will be immediately reported to the child protective services agency no matter where the abuse might have occurred. Tiny Tots will follow the guidelines of the child protective agency regarding notification of the parent/legal guardian. Staff accused of child abuse will be suspended or given leave without pay pending a full investigation of the accusation. However, no accusation or affirmation of guilt will be made until the investigation is complete. Caregivers found guilty will be summarily dismissed. Each complaint will be submitted to the Division of Child Development within 24 hours.

Personnel Policy

All staff (paid or volunteers) that has any contact with the children will have required health assessments, a public records check for history of conviction of crime, and be oriented to the program policies and procedures of Tiny Tots. They will have current training in first aid and CPR as required by the North Carolina Division of Child Development. Continued educational training will also be maintained in a personnel folder for each staff member.

Safe Arrival and Departure

Parents are asked to accompany their child to their class room each day. Parents must check-in and check-out their child on the lobby keypad daily. If parents are sending a friend or family member to pick-up the child, they must have approved that person in writing and picture identification must be shown. *Your child will not leave with anyone else.* All children should be properly secured in the vehicle for transportation to and from the Center. Other children should not be left in a vehicle during arrival and departure. Please do not leave your vehicle running while picking up your child. The child will not be released to anyone who, in the opinion of the staff, can not safely care for the child to include parents, legal guardians and other persons under the apparent influence of drugs / alcohol or any persons who pose a safety risk!

Health

Any child who shows signs of illness should not be brought to the center. Such signs include; but are not limited to: fever in excess of 101°F, diarrhea or vomiting within the past 24 hours, rash, impetigo, head lice or their nits, or pink eye, thrush, ringworm. Symptoms of contagious diseases; including but not limited to: measles, mumps, chicken pox, 5th Disease, Hand, Foot and Mouth, Hepatitis, Strep infections, deep cough or sore throats and Green Snotty Noses. It is not possible to leave a child who is borderline ill indoors when the rest of the class goes out. If the child is too sick to go outside, he/she is too sick to be in the Center. If a child becomes ill during the day, he/she will be isolated until a parent can be contacted and arrives to pick their child up. We ask that after notification has been received that you pick the sick child up within the hour. NO EXCEPTIONS. A child who has been removed from the Center due to illness or symptoms must be symptom free for 24 hours before returning to the center no exceptions.

Once a child visits the doctor he/she must have been on any prescribed meds for 24 hours before returning to the center. Examples include strep, ringworm, thrush, or any other sickness that requires an antibiotic.

Communicable Diseases

Families and staff will be reminded to notify the provider within 24 hours after the child or staff has developed a known or suspected communicable disease and to inform the provider if any member of their immediate household has a reportable communicable disease. Families of children who may have been exposed to a child with a communicable disease or reportable condition will be informed of exposure according to the recommendations of the Brunswick County Health Department.

Discipline

Corporal punishment, sarcasm and yelling are NEVER acceptable means of disciplining children at Tiny Tots Child Care Center. Discipline may take the form of redirection or time-out. Rewarding good behavior is our goal. Rewards show the child that the unacceptable behavior lacks fun and fails to get him/her the desired attention. We use a positive approach that assists

with problem-solving abilities and self discipline. We have rules that must be followed for everyone's safety and health. The Discipline and Behavior Management Policy will be explained during the enrollment process. We do understand that families use their own discipline techniques, but parents are not allowed to use any form of corporal punishment or spanking of their child while on Tiny Tots campus.

Infant and Toddler Care

State law requires only disposable diapers be used in child care centers. Parents should bring their own diapers, wipes, pacifiers, bottles, etc. Bottles must be pre-made with your child's name and the current date. Other items should be properly marked with the child's name. Each infant will have an assigned crib. Parents may bring their child's favorite blanket. We recommend the following as a general rule; although, change from individual to individual:

Infants Need:

- 3 changes of clothes
- Diapers and wipes sufficient for one days use
- If a pacifier is used; a clip and connector no longer than 5 inches
- Enough bottles and formula / breast milk for one days use
- 1 large zip lock bag

Toddlers Need:

- 2 changes of clothes if not toilet trained
- 1 change of clothes if toilet trained
- 1 large zip lock bag

Leftover milk and baby food will be disposed of after each feeding. During the period when solid foods are being introduced, informal conferences will be held with parents to coordinate the feeding schedule. Infant feeding schedules must be updated every 2-3 months or as needed. Each child toilet trains at his/her own rate. Rewards for success will be emphasized rather than penalties for failure.

General Information

Messages: Please send any messages to the teacher in writing. Any important messages will be sent to you in writing as well. Please read them

carefully. If there are any concerns about our program, please bring it to the director's attention immediately.

Clothing: A complete change of clothes needs to be brought daily to the Center for each child up to age 5. Toddlers and infants may require more than one change. Please make sure these clothes are appropriate for the current weather conditions.

Parent/Teacher Communication: The Parent Message Board, located in the vestibule area, will be one way to keep parents informed of current events. Quarterly Parent/Teacher Meetings are scheduled and posted as well. There are daily notes sent home to communicate to you how your child's day went.

Sharing Items from Home: Due to the risk of damage, loss and / or safety, children are prohibited from bringing toys from home.

Visiting Tiny Tots: Parents are encouraged to visit the Center at any time. Visiting for an hour or more might be helpful in gaining knowledge about a typical day.

Parent Information: Parents are needed to help collect materials and to assist with holiday parties. If you are interested in being a volunteer for any of these, please sign up with the director or your child's teacher. Parents are also invited to come and share story time, share pictures, and volunteer for field trips.

Holiday Parties: We will celebrate the following holidays as part of our planned curriculum: Valentine's Day, Easter, July 4th, Halloween, Thanksgiving and Christmas.

Rest Periods: A rest period shall be provided for each child daily. Tiny Tots will provide all pre-school children and younger with a mat. Parents should provide a small blanket which should be taken home once a week for laundering. Please label the blanket with the child's name.

Damages: Tiny Tots will repair or replace broken child care toys and equipment due to normal wear and tear; however, should your child purposely damage or break equipment or toys, that item will be replaced/repared at the parents expense.

Emergency Procedures: Slight injuries that occur at the center will receive first aid from a staff member. The parent will be notified. In the event of a serious injury, parents will be notified immediately and necessary steps will be taken to obtain medical aid. For emergency procedures, parents must keep the Center informed of correct telephone/contact numbers. The provider will complete an injury report form as soon as possible. The form will be signed by the parent/guardian. Copies will be distributed to the parent/guardian, the child's record at the Center as well as the Centers injury log. A copy shall be mailed to a representative of the North Carolina Division of Child Development within seven calendar days after the incident occurs.

Fire Drills: Fire drills are conducted on a monthly basis. Evacuation routes are posted and located throughout the building. There is an EXIT door located in each class room in addition to other available *illuminated* Exits. The staff will escort all children out of the building. Infants are placed in an evacuation crib and wheeled out of the building for safety. Attendance is taken daily and will be utilized during such drills and/or in case of a real emergency. This procedure insures that all persons are out of the building safely. This is why it is *critical* that you understand and follow the procedures for daily checking in and out of your child.

Photographing/Video Release Form: At various times throughout the year, Tiny Tots will be taking photos/videos of the children for decoration, advertising, newspaper articles, Tiny Tots webpage, surveillance, newsletters and other purposes. We also allow parents to come in to take photos/videos of special events for personal use only. Please be sure to sign the photography and Video release/denial form during the enrollment process.

Snacks and Meals

Tiny Tots will serve breakfast, lunch, and an afternoon snack for children who are full-time or all day students. Our part-time preschool program will offer a morning snack and lunch. Our after-school program will provide those students with an afternoon snack. Lunches will be nutritiously well-balanced meals with milk. The meals and snacks are served in accordance with U.S. Department of Agriculture Child and Adult Care Food Program.

The types of food, number and size of servings shall be adequate for maintaining good nutrition. Breakfast will be served from 8:00 a.m.-9:00a.m. Lunch will be served from 11:00a.m.-12:00p.m. Afternoon snacks will be served from 3:00p.m.-4:00p.m. The menus will be posted monthly on the Parents' Message Board; as well as, the website. Please do not allow your child to bring any outside food for meals, snacks or any gum or any candy to the Center. Please speak with the director or your child's teacher, before bringing food into the child care center (including food for parties), to assure the health and safety of other children.

Activities

A schedule of developmentally age appropriate activities will be posted monthly inside each class room and the Parents Message Board. You also may view your child's schedule of activities on our webpage. We will be happy to discuss our programs with you at any time through a scheduled conference. The children have ample outdoor time, a variety of indoor, group and music activities. The children who stay all day will have a rest period.

School-Age Programs

Tiny Tots Child Care Center will provide an after school program. Daily activities will include completing homework, study time, snack, outside play, creative art and free play.

Pre-School Program

Tiny Tots Child Care's pre-school program goal is to prepare preschooler's for kindergarten. Trained and certified staff will establish a setting where children can learn a sense of self worth, learn to work well with others, adapt to a school setting and develop their cognitive skills.

Medication Policy

Due to an increase in liability, Tiny Tots will only administer medications to children with a prescription from a doctor. Medicine that is to be given once or twice a day must be give at home. If medicine requires three or more doses, we will administer ONLY the additional doses. Diaper creams and

sun blockers will be an exception to this rule. For our infant families, please see the office for a separate policy. If you bring in any medication for your child, please fill out a medicine form. If the form is not filled out properly, medicine will not be administered to your child. Out-dated medicine will not be given. Medicine must be in the original container with the doctor's name and the dosage plainly printed on the druggist's label. Book bags and diaper bags must be free from any medications. The medicine must be age or weight appropriate for the child. Please provide a measuring dispenser to administer the medication.

Annual Satisfaction Surveys

Ultimately, Tiny Tots believes that our success depends on you. That's why on an annual basis, we will be asking you to complete a satisfaction survey. We will utilize this essential information to continually improve and increase our customer satisfaction. This survey will be anonymous and will be utilized as a training tool and part of our annual evaluation planning. Families' annual input and participation in the satisfaction survey is greatly appreciated.

Again, Tiny Tots sincerely appreciates the opportunity to serve in the growth and development of your little one,

Tiny Tots Child Care Center
Shawna Williams, Owner / Executive Director
Michael Williams, Owner / President & COO

Tiny Tots reserves the right to amend, change, modify, alter, delete any or all of the aforementioned; but not limited to, information, policies or procedure, or other items contained within the Parent Handbook.