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Parent Handbook

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# About Us

Heritage TMC is a state licensed child care center, providing care to children ages 6 weeks to 5 years old. Our goal is to provide excellence in our academic program, a safe environment, and enjoyable activities every day. We believe our center will help your child develop spiritually, academically, emotionally, and socially. We are equally committed to the safety and well-being of each child here at our center.

# Curriculum & Activities

Our curriculum, ABC Jesus Loves Me, is faith-based and developmentally appropriate. This curriculum includes academic, biblical, and child development components. We begin teaching infants by exposing them to books, playing games with them, and helping them reach first-year milestones while also incorporating Bible stories.

We prepare our toddlers for pre-school by introducing them to the ABCJesusLovesMe curriculum. Toddlers enjoy a daily group-time which focuses on Bible lessons, reading stories and learning colors, shapes, numbers, and letters.

Pre-school classes are divided into learning centers in which children explore, learn, and play. Some of the subjects they explore include language and development, phonics, reading, writing, numbers, art, and Bible.

Other activities that the children participate in, include, but are not limited to the following: books and story-time, circle-time, movement & exercise, music, dancing and singing, dress up, play food, interactive stuffed animals, cars/trucks/planes, arts and crafts, puzzles, flash cards, animals/dinosaurs, trains, musical instruments, balls, dolls, various learning toys, various games, bean bag toss, blocks, large beads and string, song games, coloring, sing-along story books, painting, science, and puppets.

All children participate in daily outdoor recreation and activities. Activities include climbing, sliding, swinging, jumping, running, balls, racing, parachute, catch, bubbles, follow the leader, squirt bottles, ride-on toys, wagons, safe water toys, various games, and exploring nature/weather.

We want our children to learn, play, and grow in a safe, loving environment. Likewise, we want our daycare to be one that children love attending and parents love visiting. Parents are welcomed and encouraged to visit and participate in various activities.

# Parental Updates

Heritage TMC offers parents the ability to receive pictures, videos, and message updates regarding each child via ProCare app. ProCare is the software that Heritage will be using for invoicing, billing, parent-engagement, child daily reports, and management. Parents will receive pictures and messages throughout the day, of their child learning, playing, and participating in various activities. Families will be required to pay $5 every month for use of ProCare.

A licensing notebook will be available upon parent request for review of inspections, special licensing, corrective actions, etc.

# Admission Requirements

Heritage TMC accepts children ages 6 weeks to 5 years of age. Our daycare operates year-round, Monday through Friday, 6:30 AM to 6:00 PM (Children’s hours).

To enroll in our daycare, you must provide the center with the following required documents: child information record (CCL-3731)-updated at least annually, enrollment papers, current immunization record (located on BCAL-3305), and registration fee. A medication permission form (BCAL-1243) will need to be completed for children with medication needs. Additionally, within 30 days of enrollment, children must have a current record of physical evaluation (BCAL-3305) (yearly for infants and toddlers, every 2 years for preschoolers).

# Withdraw Policy

We reserve the right to withdraw students related to behavioral issues or safety concerns. Concerns will be addressed in a four-step process prior to withdraw:

1. Teacher-Student: parent notification
2. Student-Teacher-Director: parent notification
3. Director-Parent
4. Director-Parent-Heritage Board

If during your child’s stay with us, there is a change of employment, home address, or telephone number, it is the parent’s or legal guardian’s responsibility to notify the daycare director in writing of such changes. Our management must be able to always contact the responsible parent/guardian during the normal hours of operation of the daycare center.

If there are any changes to the person(s) picking up your child, you must update the Child Information Record at the front office.

Heritage TMC admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the center. It does not discriminate based on race, color, national and ethnic origin in administration of its educational policies or admission policies.

The director at Heritage reserves the right to cancel the enrollment of a child at her discretion, or for the following possible reasons:

* Non-payment or excessive late payments of tuition and fees.
* Not observing the rules of the center as outlined in the parent agreement.
* Child has special needs that the center cannot adequately meet with our staff.
* Physical and/or verbal abuse of staff or children by parent or child.
* Expired or non-immunized and/or physical.

# Holiday Closings

We are closed for the following holidays: Christmas Eve through New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving Day. If the holiday falls on a weekend, we will close the Friday before or Monday after. If we close for any reason other than inclement weather, you will be given a notice two weeks prior.

# Inclement Weather

We follow Yale Public Schools for inclement weather closings, only. If Yale Public Schools is closed for inclement weather, we will also be closed. We will leave a message on the answering machine at the center and post it on our website, Facebook page, and ProCare app.

# Policy for Drop Off and Pick-Up

Upon arrival, it is the responsibility of the adult dropping off the child to check-in the child and walk them through the Center’s doors. To check-in your child, you will enter your 4-digit ProCare PIN, into the iPad. Each parent will receive a different code; this allows us to track which parent is the one dropping-off and picking-up. Children are not to be dropped off in the parking lot and allowed to enter unescorted. This is a state regulation. Once inside, the teacher may assist your child through their transition.

The parent checking your child in and out each day, will be required to enter the 4-digit PIN, before entering the building. This code is not to be shared with anyone other than the guardian(s). If someone other than the child’s guardian is picking up/dropping off, he/she must push the button on the camera, located to the right of the door. The secretary will verify that the person picking-up/dropping-off is listed on the child’s Information Record. Once verified, the secretary will unlock the door.

Each parent/legal guardian will document on the *Child Information Record* the people authorized to pick-up his/her child. Each authorized person will use his/her code when checking in and out a child. If you want a person who is not identified as an emergency and authorized person to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. Heritage TMC will require photo identification from anyone that it is not recognized. Please notify your pick-up person of our policy.

A child will only be released to a person with proper identification, such as a valid driver’s license or picture identification. Please keep in consideration that although someone may be on the pick-up list, staff may still ask for picture I.D if the person picking up is not recognized. We thank you for your help in this matter. We must focus on your child’s safety.

In order to protect your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent. Until custody has been established by a court action, one parent/guardian may not limit the other from dropping off/picking up a child in our care.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you and the contacts listed as emergency and authorized pick-ups. Provisions will be made for someone to stay with your child for as long as possible, but if after 20 minutes we have not been able to reach you or a person listed on an emergency and authorized pick-up, we will call the local child protective services agency.

**A late charge of $1.00 per child, per minute will be charged to all parents who do not have their children picked up by closing time.** For part-time families, children who are not picked up by their agreed upon daily time, will also be charged $1 for every minute the pick-up person is late. Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Families who pick-up late more than three times within a 30-day period, will pay $5 per minute after 6:00pm.

# Rates and Registration

\*\*Registration fee of $25.00 per family each year\*\*

**\*\***A ProCare app fee of $5.00 will be charged to your account monthly**\*\***

Half day (<5 hours) Full Day (5+ hours) Weekly

6 weeks – 3 years (NOT potty trained) $32 $36 $180

3 years (potty trained) - 5 years $30 $34 $170

## \*Rates are subject to change, at any time, at the discretion of the director/center board.

## Discounts

Multiple Child: A $5 daily discount for each additional child

Military Discount: 10% off weekly rate of attendance

(Ex: If attending 2 days a week: Tuition before discount=$72, Discount= $7.20 off; Tuition= $72-7.20= $64.80)

## Payment and Late Fees

Heritage TMC accepts Visa, MasterCard, Discover, Checks, Cash, and Money Orders. It is highly encouraged that you set up payments through myprocare.com (or Procare app). Payment is due on Monday of each week. If tuition is not paid by Tuesday at closing time, a $10.00 late fee will be charged to your account on Wednesday and $5.00 per day until paid. Children with a past due balance will not be allowed to attend the following Monday unless the past due balance is paid in full. No account will be held for more than one week. We do not carry balances. Payments may be paid bi-weekly or monthly if tuition is paid for in advance. If for any reason you decide to withdraw your child from our center, a two-week notice is required. For schedule changes, please give a two-week notice, to the director, so that we can adjust our scheduling.If a check is returned to us for any reason, a $25.00 fee will automatically be charged to your account.

We do not accept state aid.

## Absent Rates

Families will be charged for each day their child is absent; this includes the weeks that Yale Public Schools are closed. We do not follow YPS calendar, only their inclement weather closings. Holidays are counted present. We do not offer discounts for children picked up early. Tuition is expected for days your child may be absent due to illness, doctor visits, family emergencies, or hospitalizations. Our center relies on the specified tuition to be paid each week to meet our expenses.

## Teacher/Sub Shortages

If a classroom closes unexpectedly due to a teacher’s illness, parents will still be expected to pay for that day if their child normally attends that specific day of the week. This allows us to meet our expenses and hold your child’s spot.

Classrooms may be temporarily closed if there is not sufficient staff coverage for each room. Families will not be required to pay for days that a classroom is temporarily closed due to staffing shortages.

# Vacation Days

Vacation days are determined by how many days your child attends our center. Vacation days are per child. To use a vacation day, a one-week notice is required. All families will receive vacation days upon enrollment; they do not roll-over to the following year. Vacation days will restart every year on Labor Day.

* Example: If your child is enrolled for three days a week, your child will receive three vacation days for the entire year.

\*Summer enrollment families do not receive vacation days.

# Guidance and Discipline

Our goal for the classrooms is that children be well cared for. All children will be happy, clean, and fed nutritiously. Our learning program is especially geared towards independent play. We strive to make each day a fun, safe, nutritional, and an educationally balanced experience for every child. Our parents are encouraged to visit the center and their child whenever their child is in attendance, and to discuss any questions or concerns with the director.

It is the teacher’s responsibility to discipline the children in their classroom. Redirecting to another activity should be the primary form of controlling behavior. Redirection can be given in the classroom with the use of a calming corner; an area set up for reading, music, and artwork, etc. (a positive environment). If behaviors persist, staff are to notify the director for assistance.

Staff will notify the parent of the behavioral issue via ProCare app and ask for reinforcement at home. The child may be dismissed if the behavior continues. Dismissal is determined by the director and at the director’s discretion.

The staff is not allowed to shake, jerk, pinch, or roughly handle any child. Our staff will not verbally abuse or humiliate a child that includes but is not limited to, the use of threats, profanity, or belittling remarks about a child or his/her family. Children are not isolated in a dark room, closet, or in any unsupervised area. Mechanical or physical restraint devices to discipline children are prohibited. If for any reason, an employee of the center is caught doing any of the offenses listed, they will be automatically dismissed and reported to the authorities.

Remember, we reserve the right to withdraw students related to behavioral issues or safety concerns. Concerns will be addressed in a four-step process prior to withdraw:

1. Teacher-Student: parent notification
2. Student-Teacher-Director: parent notification
3. Director-Parent
4. Director-Parent-Heritage Board

# Child Abuse

Heritage is required by law to report any suspected child abuse, child neglect, exploitation, or deprivation to the Department of Family and Children’s Services. Teachers are trained on signs of child abuse and neglect, and how to properly report it.

# Supervised Volunteers

Volunteers, inclusive of parents, will be supervised by current Heritage staff when working with children. Volunteers are not permitted to diaper children or walk children to the restroom. All volunteers must receive a clearance through the public sex offender registry (PSOR) prior to working with children.

Volunteers must have a current (within one year) negative Tuberculosis test on file before caring for children.

Likewise, volunteers shall:

* Always provide appropriate care and supervision of all children
* Act in a manner that is conducive to the welfare of children
* Be aware that abuse and neglect of children is against the law
* Be informed of Heritage’s policies on child abuse and neglect
* Immediately report suspected abuse and neglect to children’s protective services, as required by law

# Unsupervised Volunteers

Unsupervised volunteers will be required to complete a comprehensive background check before caring for children.

Also, unsupervised volunteers will also be required to complete the following before caring for children:

* Michigan Public Sex Offender Registry (PSOR) clearance
* Negative Tuberculosis test
* Complete online (MiRegistry) training in the following:
  + Administration of medication
  + Prevention of and response to emergencies due to food and allergic reactions
  + Building and physical premises safety
  + Emergency preparedness and response planning
  + Handling and storage of hazardous materials and appropriate disposal of bio-contaminants
  + Child development
  + Prevention of shaken baby syndrome
  + Abusive head trauma and child maltreatment
  + Recognition and reporting of child abuse and neglect

Below, is our schedule for each classroom. Once children “age out” of their room, they may move up to the next classroom, if there is availability. If there is availability in the higher-level room AND you child is developmentally ready, they will be placed in the higher classroom.

# Heritage Daily Schedule

\*Infant Daily Schedule (0-1 yr.)

* 6:30-8:00 Children arrive/Greet parents/bouncers/swings
* 8:00-8:30 Change diapers/bottles/feeding time
* 8:30-9:00 Bottles/feeding time
* 9:00-10:00 Quiet time/morning nap
* 10:00-10:30 Tummy time/toys/bouncers
* 10:30-11:00 Outside play (weather permitting)
* 11:00-11:30 Change diapers
* 11:30-12:15 Bottles/feeding time
* 12:15-1:00 Bible story/curriculum activity/music
* 1:00-3:00 Afternoon nap/quiet time
* 3:00-3:30 Bottles/feeding time/Diaper changes
* 3:30-4:00 Outside play (weather permitting)/bouncers/swings
* 4:00-4:15 Songs/Story time
* 4:15-4:30 Change diapers
* 4:30-5:00 Tummy time/bouncers/swings
* 5:00-5:30 Bottles/Feeding time
* 5:30-6:00 Clean-up/prepare for pickup

\*Infants, at this age, will nap and eat on demand

Toddler 1 (1-2’s) & Toddler 2 (2-3’s) Daily Schedule

* 6:30-8:00 Children arrive/greet parents/free play
* 8:00-8:30 Wash hands/breakfast (from home)/clean-up/potty
* 8:30-9:00 Quiet time/reading
* 9:00-9:30 Bible story/curriculum activity
* 9:30-10:00 Guided free play
* 10:00-10:30 Outside play (weather permitting)/Inside Play
* 10:30-11:00 Potty/Wash hands/morning snack
* 11:00-11:30 Story time/music & movement
* 11:30-12:15 Lunch
* 12:15-1:00 Clean-up/Wash hands/Potty/Prep cots for nap time
* 1:00-3:00 Nap time/Quiet time
* 3:00-3:30 Potty/Wash hands/afternoon snack/music & movement
* 3:30-4:00 Outside play (weather permitting)/Inside Play
* 4:00-4:30 Arts & crafts
* 4:30-5:00 Guided free play
* 5:00-5:30 Clean-up centers/potty/music & movement
* 5:30-6:00 Clean-up/prepare for pickup/Table play/Puzzles

Pre-K (3+) Daily Schedule

* 6:30-8:00 Children arrive/greet parents/free play
* 8:00-8:30 Wash hands/breakfast (from home)/clean-up/potty
* 8:30-9:00 Quiet time/reading
* 9:00-9:30 Bible story/curriculum activity
* 9:30-10:00 Guided centers/dramatic play/cars & trucks/blocks/home-living
* 10:00-10:30 Wash hands/potty/morning snack/clean-up
* 10:30-11:00 Circle time (letters, shapes, numbers)
* 11:00-11:30 Outside play (weather permitting)/Inside play
* 11:30-12:15 Lunch
* 12:15-1:00 Clean-up/wash hands/potty/prep cots for nap time
* 1:00-3:00 Naptime/quiet time
* 3:00-3:30 Outside play (weather permitting)/Inside play
* 3:30-4:00 Wash hands/potty/afternoon snack
* 4:00-4:30 Arts & Crafts
* 4:30-5:00 Guided Centers/dramatic play/cars & trucks/blocks/home-living
* 5:00-5:30 Clean-up/potty/music & movement/Coloring/puzzles/table activities
* 5:30-6:00 Clean-up/prepare for pickup

# Meals

Our center will provide two snacks and water, each day. Water is served with meals and snacks and is also offered throughout the day. Please ensure that you child brings a labeled water bottle to class each day. **Parents are responsible for providing their child with breakfast and a cold lunch each day**, as the center will not be providing meals. Lunches should only contain cold items as we are not allowed to heat food in the microwave. The children are offered a snack twice a day, but they will not be forced to eat. It is our goal to offer nutritious snacks to the children in our care, as nutrition is a vital part of a child's health.

A weekly/monthly Snack Menu will be sent to families via ProCare app, as well as posted in each classroom, and the Parent Resource Corkboard.

Please send a lunchbox, labeled with your child’s name, with your child for lunch each day. Lunchboxes will be kept in the center’s refrigerator. Likewise, please send a water bottle, labeled with your child’s name, each day. Water bottles may be kept at the center each day or sent home daily. Please notify your child’s teacher whether the bottle will be kept at the center or sent home daily.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Food products are purchased weekly, bi-weekly, or monthly. The perishable products are bought fresh weekly. Our meal times are as follows:

Breakfast: 8:00 AM – 8:30 AM

\*Snack: 10:00 AM – 11:00 AM

Lunch: 11:30 AM – 12:15 PM

\*Snack: 2:30 PM – 3:30PM

\*Snack times vary by classroom

Children that are dropped off at the center after 8:30 AM should have already eaten breakfast at home. If attending for the day, all children must be here by 11:00 AM. (Exception: Doctor or dental appointment with an advance notice and doctor excuse note when arriving at the center.)

# Clothing

It is recommended that children be dressed in washable, comfortable clothing. Aprons will be provided for art and water activities.

All children must bring one extra set of clothing to be kept at the center; extra shoes are suggested. Clothing must be put in a plastic bag and labeled with the child’s name. Clothing should include underwear, socks, pants/shorts, and a shirt. If wet or dirty clothes are sent home, please return a clean, extra set of clothes the next morning.

Licensing requires that children be taken outdoors each day. Children will play outdoors if the temperature is 20 degrees or warmer. Children should be dressed accordingly:

* Fall & Spring- light jacket, hat, rain boots (damp days)
* Winter- heavy coat, snow pants, snow boots, scarf, mittens, and hat

It is recommended that children bring an extra sweatshirt or sweater for sudden changes in temperature.

# Children With Special Needs

If your child has any type of special needs, please notify the director. We as a daycare center provide for special needs children whenever possible. Please bring a written statement from the doctor that states the type of special needs the child requires. Heritage TMC will make every effort to meet the needs of children with special needs.

# Infant Care

We provide care for infants starting at 6 weeks of age. Parents are required to bring all infant bottles pre-made with formula or breastmilk daily. Bottles are to be labeled with the child’s name and the current date. Bottles will be emptied one hour after each feeding begins.

Parents must bring their child at least one change of clothes in case of accidents or soiled clothes.

If a child eats baby food or cereal, the parent must supply all baby food with their child’s name on the jars or containers. The infant’s parent/legal guardian must complete an infant information form and always keep an updated form in the infant room. Left over formula and baby food that has been opened is returned home each day; we cannot retain this overnight. We do provide whole milk.

Parents must provide diapers for their children; the center will provide wipes. Diapers can be brought daily (at least 8 per day) or in bulk. Diapers will be changed every 2 hours or as needed when soiled.

If a child has a pacifier, please mark the pacifier with your child’s name or initials. Children will not be allowed to have pacifiers attached to their clothing or around their neck.

Infants will be placed on their backs in a crib to sleep unless a physician’s written statement authorizing another sleep position for that infant is provided. No objects will be placed in or on the crib with an infant. This includes, but is not limited to, covers, blankets, toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. No objects will be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles. Only sleepers, sleep sacks and wearable blankets provided by the parent/guardian and that fit according to the commercial manufacturer’s guidelines and will not slip up around the infant’s face may be worn for the comfort of the sleeping infant. Individual crib bedding will be changed daily, or more often as needed. Infants who arrive at the center asleep or fall asleep in other equipment, on the floor or elsewhere, will moved to a safety-approved crib for sleep. Swaddling will not be permitted. Wedges, other infant positioning devices and monitors will not be permitted unless a physician’s written statement authorizing its use for a particular infant is provided.

# Toddler Care

Parents must provide diapers & wipes for their children ages 6 weeks - 36 months. Diapers can be brought daily (at least 8 per day) or in bulk. Diapers will be changed every 2 hours or as needed when soiled. Parents must provide pull-ups or training underwear for their children ages 36 months+ who are not potty trained. During the potty-training process, children will be taken to the restroom several times throughout the day and encouraged to use the toilet. All children will need at least 2 changes of clothes kept at the center in case of accidents; extra socks and shoes are recommended. Likewise, it is recommended that children who are potty training bring 3-4 changes of clothing. Please ensure that your child has appropriate clothing that is easy to pull up and down during the potty-training process.

Children placed in Toddler or PreK rooms will need a fitted crib sheet to cover their cot during nap time. Please label the fitted sheet with your child’s name. Likewise, children will need an extra labeled fitted sheet to keep at the center.

Children will also need a blanket to use for nap time each day. Please label the tag with your child’s name. The center will have extra blankets on hand for your child to use if his/her blanket becomes dirty or soiled. However, if your child prefers to sleep with a special blanket, please provide an extra one to keep at the center, labeled with your child’s name or initials.

A cot will be provided for all toddlers and preschoolers in care; however, they will not be forced to sleep. Heritage will provide quiet activities for children who cannot sleep during nap time.

# Preschool Care

For children who are transitioning to toilet training, parent-teacher communication is crucial. Our staff is trained on potty training; however, our center wants to ensure that the same steps are being taken at home. Heritage uses positive reinforcement for preschoolers learning to use the toilet. Parents and teachers are required to create a potty-training plan together to establish goals for the child.

# Biting

Biting is a normal stage of development that is common among infants and toddlers-and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, our response will be to care for and help the child that was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Supervision and prevention will be the number one way we help change the behavior. Notes will be written to the family of the child who was bitten and the biter’s family. We will work together with the families of each to keep them informed and to develop strategies for change.

# Nap Time

Nap time is scheduled from 1:00-3:00pm for ages 18 months – 5 years. Infants will nap at various times throughout the day. While at the center, we provide each child with a bed or cot with sheets during nap times. Parents must provide a blanket and take it home weekly to be washed and returned. Parents must also provide a change of clothes, labeled with name or initials, for each child in case of accidents.

# Postings

We have posted, for public viewing, the following items: State License, copy of rules, review of evaluation report, communicable disease chart, statement of parental access, names of person(s) in charge, current weekly snack menus, emergency plans for severe weather and fire, statement for visitors/volunteers.

# Staff Qualifications

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. All staff will pass criminal history records check and have current CPR & First Aid certification. All will participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

# Administering of Medication

Medication will be administered with written authorization and instructions from the health care provider. An authorization form (BCAL-1243) is provided at the front desk for any medicine that should be taken. Medicine should be in the original container with the child’s name clearly marked on the container. Prescription medicine will be given only to the name listed on the label. Parents must hand the medicine to the director or the designated manager in charge when bringing the child to the center and must take the medicine home each night. Medicine is not allowed in the child’s room. We will be glad to administer over the counter medicine according to the directions on the label if a medicine form is completed and the bottle is clearly marked with your child’s name. We will not administer fever reducer or any medicine containing fever reducer.

Adverse Reaction to Medication:

If our staff notices any type of adverse reaction to any medicine or your child has any type of allergic reaction to food or to insect stings, parents will be notified via telephone. A form will be filled out by our staff indicating reactions and you will receive a copy.

# Immunizations & Physicals

Immunization is required. All children who attend daycare must have a certificate of immunization. Parents must submit a BCAL-3305 form at time of enrollment. This is a state requirement and must be enforced. We ask that each time your child has an immunization; you bring in a new form with current dates and shots. The correct immunization form can be obtained from your pediatrician or local health department.

Children younger than 2 ½ years must have a physical within three months of the enrollment date and repeated yearly.

Children 2 ½ years to kindergarten must have a physical on file within the previous year and repeated every two years.

# Exclusion of Sick Staff/Children

If staff or volunteers become ill while at the childcare center, they will be sent home to prevent further spread of the illness. If children become ill while at the childcare center, the child will be separated from the group, to prevent further spread of the illness to other children. The parent/guardian, or emergency contact person, will be required to pick up the child, immediately. The ill child will be made comfortable and will be adequately supervised until picked up by the parent/guardian/emergency contact person.

If your child’s temperature is 100.5 degrees or higher, or he/she develops diarrhea, vomiting, or any other contagious symptom, such as but not limited to rash, sore throat, or pink eye, we will notify you to come pick up your child.

If a child is sent home with a temperature, vomiting, diarrhea, or any other contagious symptom, he/she may not return to the center until 24 hours after the symptom subsides.

We will not administer fever reducer throughout the day to keep a child’s fever down. If you would like for your child to have medicine for cough or runny nose, please bring something without fever reducer such as Triaminic or Children’s Sudafed Cold & Cough.

There is a notice on our bulletin board in the foyer that is constantly updated listing all illness/diseases present at the center.

A communicable disease chart is posted in the foyer on the bulletin board for your viewing. The chart contains recommendations for the exclusion of sick children and their readmission. This is the course that our state recommends we follow and will be followed.

Staff or any other persons being supervised by the staff shall not be allowed in the center that knowingly have or present symptoms of vomiting, fever, or diarrhea.

# Notifiable Communicable Diseases

According to the communicable disease chart posted on our bulletin board, there are certain infectious illnesses that must be reported to the health department. These illnesses are referred to as notifiable communicable diseases.

We are required by law to report any suspected case of notifiable communicable diseases to the local health department. It is the parent’s responsibility to inform us of a notifiable communicable disease their child or children may have been exposed to. If your child is exposed to a notifiable communicable disease, our center will notify the appropriate parents/guardians that their child may have been exposed as well and recommend proper action be taken.

# Written Parental Authorization

We must obtain written authorization from the parent/legal guardian before their children participate in field trips, special activities away from the daycare center, and water related activities.

Children who have reached 33 months of age may, when developmentally appropriate, can be enrolled in the preschool room (3 years+), with written parental permission. This applies only when the teacher-student ratio allows.

# Parental Access

Parents may visit the center at any time that their child is in care. Please notify the teacher or director at least one day (24 hours) before the time you would like to visit. Any information requested by the parent concerning the operation of the childcare center or the care of the child will be provided to parents. The parent(s) will be provided daily communication (verbal/written), as well as daily report, regarding the care of the child, especially with infants, toddlers, and nonverbal children.

The infant room welcomes parents/guardians to nurse or feed their infants. A space for nursing mothers will be provided as well. Having an open-door policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will always be locked.

# Prohibited Substances

No person shall smoke, use tobacco or prohibited substances on the premises or in any vehicle being used to transport children during operating hours. Signs are posted at each entrance/exit.

# Emergency Plans

The childcare center shall conduct drills for fire, tornado, and other emergency situations. The fire drills will be conducted monthly and tornado and other emergency drills will be conducted every six months.

We have a written plan for handling emergencies, including but not limited to severe weather, loss of electrical power or water and death, serious injury or loss of a child, a threatening event, or natural disaster which may occur at the center. The center has in place procedures for evacuation, relocation, shelter-in place, lock-down, communication and reunification with families, and continuity of operations. A copy of our emergency plans is available upon request.

## Parent Notification Plan for child accidents, injuries, incidents, and illnesses

Below, is our written Parent Notification Plan for when children experience accidents, injuries, incidents, and illnesses.

* For minor accidents, injuries, and incidents, parents/guardians will be notified immediately via text message (through ProCare app) or email. A Heritage childcare employee will complete an incident report and provide a copy to the guardian at parent pickup.
* For serious injuries and incidents, parents/guardians will be notified immediately via telephone call. If Heritage staff is unable to reach the parent/guardian, the emergency contact person will be contacted immediately via telephone call. Serious injuries, incidents, and illnesses such as, but not limited to, head injuries of any kind, injuries requiring medical attention, allergic reactions/rashes, seizures, asthma attacks, unconscious child, fever, vomiting child, or incidents involving lost children, physical discipline of a child by a staff member/volunteer, alleged sexual contact between children or between a child and a staff member/volunteer…etc. An incident report will be filled out and sent to LARA; a copy will be given to guardians.

# Pest Management Plan

Daily inspections will be performed at the center to ensure that it is free of pest.  In the event of visual signs of pests present, the following procedures will be performed:

* Pest control will be contacted.
* We will follow all recommendations if they are safe for the children and caregivers.  
  If pesticides need to be used, the center will contact parents 24 hours in advance (via email and ProCare posting), and they will be informed as to what is being used and where.
* All insecticide applications will be done while the center is unoccupied and remain unoccupied for a period of no less than 24 hours or longer if required by the pesticide label use directions.
* Center will be thoroughly cleaned and disinfected.

# RECEIPT AND ACKNOWLEDGMENT OF HERITAGE TMC CHILD CARE CENTER POLICIES AND PROCEDURES HANDBOOK

Please read the following statements, sign below, and return to director.

## Acknowledgment and Receipt of Policies and Procedures Handbook

I have received and read a copy of Heritage TMC Child Care Center Policies and Procedures Handbook. I understand that the policies and procedures described in it are subject to change at the sole discretion of Heritage TMC Child Care Center at any time, unless otherwise provided in a valid and enforceable collective bargaining agreement.

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Parent Printed Name Date

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Parent Signature Name Date

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Parent Printed Name Date