

TenderCare Children's Centers

-Downtown Clarkston-

Parent Handbook



"Providing Quality Childcare since 1987"
Thank you for sharing your babies with us!

Revised 8/31/2023

TenderCare Children's Centers

-Downtown Clarkston-

Owner/Administrator:

Jeni Orr

Cell: 208-305-1794

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TenderCare #5; Infant/Toddler Age Facility

1499 Fair St.

Clarkston, WA 99403

509-758-1779

Hours: 5:30 A.M. – 6:30 P.M.

Caring for ages: 4 weeks – 3 yrs.

Director: Konnar Tousley **mail:** tndrcare5@gmail.com

TenderCare #6; Pre-School Age Facility

1431 Fair St.

Clarkston, WA 99403

509-758-1443

Hours: 5:30 A.M. – 6:30 P.M.

Caring for ages: 3 yrs. – 5 yrs., and *Transitional Kindergarten*

Director: Carmen Neiman **Email:** tendercarepreschoolcenter@gmail.com



TC Kid's Club #7

1465 Poplar St.

Clarkston, WA 99403

509-758-7995

Hours: 6:30 A.M. – 6:30 P.M.

Caring for ages: 5 and attending Kindergarten – 12 yrs.

Transportation to all Clarkston & Asotin schools

Director: Jenifer Orr **Email:** tkids7@gmail.com

Program Supervisor/Curriculum: Anna Reed

Immunization Specialist: Adyson White

Immunization Specialist: Jada White

BILLING/FISCAL EXPERT

Fiscal Coordinator: Heather T.

Email: tendercarebillingservices@gmail.com

Cell- 509-552-6472

-Email is always best-

Media

Facebook:

TenderCare #5 (Clarkston Infant/Toddler)

<https://www.facebook.com/tendercare5>

TenderCare #6 (Clarkston Preschool)

<https://www.facebook.com/tendercare6>

TC Kid's Club (Clarkston School Age)

<https://www.facebook.com/TCKidsClub>

Website:

www.tendercarechildren.com

THE HISTORY OF TENDERCARE



Just shy of 37 years ago, Dale Mayberry searched high and low for exceptional childcare for her youngest daughter, Alyssa, the inspiration behind TenderCare. Without success, Dale was called to construct the kind of care she envisioned, the best.

Dale had a unique approach to childcare that our community had never witnessed until this point in time.

She was a parent desiring a loving, safe, learning environment for her own children. She knew she could not be the only one and wanted to share that kind of care with the other parents in the LC Valley. Nothing would stand in Dale's way of reaching her goal of establishing a wonderful place for children to grow, learn and play. It was then in March 1987 that TenderCare Children's Centers was born. Ken Mayberry became a part of the TenderCare team when he and Dale married in 1996. His role in helping Dale's vision become a reality was instrumental.

After all these wonderful years and over 10,000 children cared for, Ken and Dale made the decision to retire in August 2016. Their legacy for excellence in childcare will be continued by Jeni & Casey Orr.

Mission Statement

"We, the employees of TenderCare, believe that every child is equally and wonderfully made, a gift from God, and that each child has his or her own special strengths and abilities which make them unique.

Our goal is to focus on those strengths and abilities as we support and assist each child in learning respect for others, developing positive social skills and gaining knowledge while meeting their physical and emotional needs.

We are committed and will strive to always provide an environment that is fun, safe, healthy, positive and will allow children the opportunity to grow physically, mentally and socially.

Our mission includes providing support to parents as we believe that the future for our children is firmly rooted in family unity and the provision of sensitive, loving care."

TenderCare Children's Centers strives for excellence.

We promise to:

- Foster innovation and high critical thinking skills in children
- Provide hands-on learning opportunities
- Create high-quality, child friendly environments: outdoor and indoor
- Actively listen to children and provide quality feedback
- Establish positive and warm relationships with all children
- Enhance children's learning by offering new ideas and words
- Support whole child learning
- Guide and educate children to develop skills with sensitivity and acknowledgement of children's uniqueness and individuality
- Respect and appreciate diversity
- Respect and support all families

Curriculum Philosophy

At TenderCare, we provide a loving, stimulating environment for children from infancy through school age. We believe that each child has his or her own special strengths and abilities which make them unique. We strive to focus on those very strengths and abilities as we support and assist each child in learning respect for others, developing social skills and gaining knowledge through play.

TenderCare believes that children learn best by relating and interacting with their environment using an array of materials as they are guided by their teacher. Children are given opportunities to develop skills while exploring their classroom's "learning centers" and experiencing a curriculum that explores creative art, music and movement, early literacy, dramatic play, early science and math concepts, and positive social interaction among their peers. Group play is encouraged, and children are supported in helping to participate in positive social interactions and productive problem resolution.

Our teachers are trained to help children develop a higher level of thinking. We strive to support this early development stage by ensuring children are given the freedom to investigate ideas and are guided by their teacher to explore their environment. Language and social skills are broadened through open-ended communication giving children the opportunity to express themselves and expand their thought processes.

Family engagement and partnership is critical in childhood success. Our children is firmly rooted in family unity and the provision of sensitive, loving care. Consistent communication of individualized goals for children is considered when developing daily curriculum and feedback of development is given to parents through child assessments on a regular basis.

We are committed and will always strive to provide an environment that is not only stimulating and challenging, but one that is also fun, safe, healthy, positive, and will allow children the opportunity to grow physically, mentally, and socially.

Washington State Early Achiever Participation

Beginning in October 2012, TenderCare Children's Centers began participating in the Early Achievers Program. Early Achievers is a Washington State Quality Rating and Improvement System. It is a voluntary program that empowers early learning professionals through coaching and resources to provide high-quality care that supports each child's learning and development, preparing them to be successful in school and in life. The goals of Early Achievers are to help sustain nurturing and supportive relationships between adults and children and ensuring that the care and education meet each child's individual needs in a safe, well organized, and age-appropriate environment. This is accomplished through staff training and mentoring.

We were rated in 2014 and again in 2018. We were to be re-rated again in 2021, but COVID created other plans. We are currently awaiting new directives for the evolution of this program.

Advocacy for Childcare & Early Learning

TenderCare Children's Centers is proud to share that we advocate for children. Early learning is such a vital step in the process of developing the whole child and is the foundation for later success in school and life. We advocate for safe, high-quality childcare for every child who needs care in Washington.

We have taken steps to address issues regarding Early Learning by traveling to Olympia to educate the state on our unique demographic. In addition, our entity is a participant of the Washington Childcare Association that lobbies to protect small childcare businesses. We strive to be present in collecting information regarding laws and upcoming bills that affect children's experiences.

Our Owner, Jenifer Orr, is an active member of Washington Childcare Association lobbying for childcare rights in Olympia, WA for local childcare rights.

Infant Program

(Ages 4 weeks to 12 months)

Our infant program is designed to provide a secure, loving environment for babies from one month through twelve months. The infant curriculum is based on individual skill development. Our infant educators work with each infant using a pre-developed plan of exercises and games to stimulate their developing muscles and skills. High quality interactions are used to establish bonding, attachment and aid in the infants' feeling of security. We provide opportunities to help each child develop gross motor, fine motor, pre-academic (visual tracking, imitation), self-help, social, emotional, literacy and language skills. We strive to encourage a positive self-image.

Infants turning "One Year Old!" may take until 13 months of age to transition to the One's Program.

Daily Schedule

Infants receive individual, one-on-one attention and their own sleeping and feeding schedules are maintained. Our educators keep detailed records as to the child's daily events (sleeping, eating, activities, etc.) and these are passed on to you each day in the form of a daysheet.

There is a limit to the use of swings, bouncers and exersaucers - children will spend no longer than 15 minutes at any given time. Tummy time is the optimal learning experience.

Diaper Changes

Children are changed at least every hour or as needed. Diaper changing is also recorded, and any concerns are reported to the parents. Parents are asked to provide all diapers. In the case that a child does not have any accessible diapers, TenderCare will charge \$1.50/diaper, or the parent may replenish the supply that was used and not be charged. TenderCare provides wipes.

Extra Clothing

Sometimes play can be messy or accidents happen. No matter the age of your child, it is always good to have an extra set of clothes on hand in his/her cubby, just in case.

Bottles & Binkies

We have plenty of sanitized bottles for children's use. Parents may bring their own if they choose. If a child uses a pacifier, please bring more than one.

USDA Requirements

We provide Kirkland brand formula at no additional cost. Parents may choose to bring their own formula. Breast milk, whether fresh or frozen, must be marked with the date of expression before entering the facility. Frozen breast milk cannot be stored in the center for more than 2 weeks' time.

TenderCare must comply with feeding guidelines set by childcare licensing and USDA Child and Adult Care Food Program (CACFP).

Infants ages 0-5 months must be offered at least 4-6 fl. oz. breastmilk or formula for breakfast, lunch and snack. Infants will be held while bottle feeding and at no time will bottles ever be propped.

Solid foods are gradually introduced around 6 months of age, as developmentally appropriate. Parent collaboration is critical in deciding food readiness for an infant. When children are ready for solid foods, the parent and caregiver will develop a plan that is acceptable to our licensing requirements and the USDA CACFP.

Infants ages 6-11 months must be offered at least 6-8 fl. oz. breastmilk or formula for breakfast and lunch, and 4-6 fl. oz. for snack. In this age group, in addition to the formula served during breakfast and lunch, children must be offered at least 0-4 tbsp. infant iron-fortified cereal and 0-2 tbsp. vegetable, fruit, or both. For snacks, in addition to the formula served, infants must be offered at least 0-2 tbsp. vegetable, fruit of both.

Infant Room Health & Safety

The infant room is visited monthly by a nurse consultant who provides information to the infant room educators and monitors the quality of health and safety practices.

Infant Safe Sleep Practices

As a Washington State licensed childcare facility, we are bound by law to follow the Chapter 110-300-0291 WAC “Infant and Toddler Safe Sleep Practices.”

WAC 110-300-0291 states that infants must be accommodated to sleep on their own schedule, and we are required to allow the infants to follow their own sleeping patterns.

Infants are to be placed to sleep on their back. **If the infant turns over while sleeping, we are mandated by this law to return the infant to his or her back until the infant can independently roll from back to front and front to back.**

We are not able to use any sleep positioning devices unless directed to do so by the infant’s health care provider. This documentation must be on file.

Infants may not have any blankets, stuffed toys, pillows, crib bumpers or similar items in the crib/playpen. We also are unable to drape a blanket or any other item to cover an occupied crib.

We must always have sufficient lighting in the room to be actively observing children during sleep.

Steps must be taken to make sure that children do not get too warm when sleeping.

Infants must never be permitted to sleep in a “container” for any given amount of time. These include, but are not limited to bouncers, boppies, highchairs, swings, etc.

Bedding is laundered weekly or as needed on site. Cribs are sanitized daily.

Prohibited Items by Washington Law

We are no longer able to allow amber bead necklaces. 110-300-0215 (iii) (E)

Toddler Program

(Ages 12 months – 36 months)

Every child develops at their own pace. Children may transition from the infant classroom to the one's classroom as early as 12 months of age. If he/she has not started walking or has not met the desired level of development, transition may be delayed, but no later than 14 months. Transition from the one's classroom to the two's classroom can happen as early as 18 months and as late as 24 months, depending upon individual skill development.

The world is anew as these little balls of energy can now freely walk and have the capability to use their arms, hands, fingers, legs, and feet with growing precision. They smash play-doh, splatter paint and scribble with crayons to practice fine motor development. Toddler aged children are given opportunities to direct their learning as their teacher responds with high quality interactions. Children are learning by doing and we provide the tools and resources for them to experience, predict and solve problems.

Concepts of early math, science and literacy are introduced daily. Songs, finger plays, puppets, and books are just some of the many things your child will experience. Our toddler rooms are intentionally arranged to provide child-directed learning. Your child's teacher is trained to be a responsive educator seeking to support the learning taking place. Children choose from several "learning centers" including dramatic play, blocks and cars, library, arts & crafts, math/science, and manipulatives. Continuous support is offered in teaching children how to self-regulate their emotions, interact positively and successfully with peers, and continue to establish healthy bonds and attachments.

Daily Schedule

Toddlers begin to transition to a more structured schedule, but the individual children's needs take priority. Our educators keep detailed records as to the child's daily events (sleeping, eating, activities, etc.) and these are passed on to you each day in the form of a daysheet.

Diaper Changes

Children are changed at least every hour and a half or as needed. Diaper changing is also recorded and any concerns are reported to the parents. Parents are asked to provide all diapers. In the case that a child does not have any accessible diapers, TenderCare **will charge \$1/diaper, or the parent** may replenish the supply that was used and not be charged. TenderCare provides wipes.

Extra Clothing

Sometimes play can be messy or accidents happen. No matter the age of your child, it is always good to have an extra set of clothes on hand in his/her cubby, just in case.

Potty Training

One of the main functions of the toddler room is potty training. Potty training should not be stressful, but an exciting experience that marks a monumental time in childhood. We partner and collaborate with parents to accomplish this task smoothly.

The conditions for toilet training are as follows:

- The child must have a basic understanding of what a toilet is used for
 - The child must be able to verbalize the need to use the toilet
- The parent needs to cooperate with nighttime and weekend toilet training

If a child shows extreme resistance towards toilet training, it will be discussed with the parent to cease training and try again when the child shows more interest.

Parents may choose to place their child in pull-ups or underwear. We ask that parents provide pull-ups for their child. In the case that a child does not have any accessible pull-ups, TenderCare **will charge \$1.50/pull-up**, or the parent may replenish the supply that was used and not be charged. TenderCare provides wipes.

When wearing underwear, we must abide by WAC 170-295-4120 which states that soiled items will be placed *without rinsing* in a waterproof container (plastic bag.)

Binkies

TenderCare follows parents' wishes regarding the use of pacifiers.

Biting

Biting is a very painful subject for all involved, the educator, parents of the bitten party, parents of the biter, and let's not forget the child who was on the receiving end of the bite. Biting can occur and for some children can be a normal stage of development.

There are many reasons why children bite. Common reasons among toddlers under the age of 2 are oral discovery and simply teething. Other reasons children may bite over the age of 2 are independence (trying to take control over a situation) and frustration (when they cannot find the words to express how they feel).

Children who make attempts to bite another child will be removed from the situation and a redirection/distraction approach will be taken. Children who have repeated problems with biting will follow our 3-strike policy and may have their enrollment terminated to ensure the continued safety and wellbeing of the other children in their classroom.

Prohibited Items by Washington Law

We are no longer able to allow amber bead necklaces. 110-300-0215 (iii) (E)

Preschool Program

(Ages 36 months – 60 months) and Transitional Kindergarteners

Preschoolers are ready to conquer a higher level of academic learning and now is the time to take Kindergarten readiness seriously. Our preschool educators are trained to prepare children socially and academically. Independence, responsibility, and confidence are supported as each child's social, emotional, intellectual and physical development are strengthened. The focus of our preschool program is to offer concrete, hands-on activities for the child to explore and enable them to initiate and expand their activities. Children are challenged to use a higher level of critical thinking as our trained educators give top-notch, high quality reciprocal interactions. Our skilled teachers prepare curriculum that is exciting and stimulating, as well as supportive of each child's own learning style and interests.

Our preschool rooms are intentionally organized and arranged to provide child-directed learning and increase learning productivity. Your child's teacher is trained to be a responsive educator seeking to support the learning taking place. Children choose from several "learning centers" including dramatic play, blocks and cars, library, arts & crafts, math/science, and manipulatives. Content areas that are also explored are: early reading and literacy concepts, numerical and math concepts, science and nature concepts, social studies and diversity, and art. Continuous supports are offered in teaching children how to self-regulate their emotions and interact positively and successfully with peers.

Preschool & Pre-K Classes

Preschool and Pre-K classes are offered, at an additional monthly fee, to children ages 3-5 years each year beginning in September and ending in May. These classes prepare children for kindergarten in a small classroom environment with a highly trained and qualified educator. Kindergarten readiness is the priority, however, not only do the children learn to recognize, write, and recite letters and numbers.

Many children leave Pre-K reading!

Besides the academic focus, children are given intentional and individual instruction ensuring they learn the self-help, emotional, social, leadership and physical skills they need to be successful. Field trips are offered throughout the year allowing for children to connect the learning within the classroom to the outside world. You will be advised of these in advance. For your children to participate, a transportation slip must be on file.

TenderCare works with the Clarkston School District Kindergarten classrooms to ease the transitional process. Kindergarten curricula is reviewed and used to determine the skills needed upon kindergarten entry and to structure our lessons to practice these skills.

Quarterly reports will be presented to parents to update them on their child's progress and parent/teacher conferences are scheduled before Kindergarten Roundup in April. Children enrolled in these classes participate in the Annual TenderCare Christmas Program in December and the annual TenderCare Graduation in May.

School-Age Program

(5 years [& attending Kindergarten] – 12 years of age)

When school is out, you can trust TC Kid's Club to provide a safe, engaging experience. We give children an opportunity to play and learn together, benefitting from small group size, caring, and involved teachers, and lots of fun- all of which are essential for success. Our supportive environment promotes social and emotional development through art, science, exploration, and play. Our teachers are available and interactive while they lead projects and play alongside children, allowing them to help children navigate social challenges as they arise and foster positive peer interactions. Teachers strive to build strong relationships with kids and families and believe that supporting the family is a critical part of fully supporting the child. We believe that together we can build partnerships that ensure that your child's individual needs are met, and their potential reached. Transportation to and from school and homework help is provided during the school year.

During the summer months, we offer a camp style full day experience! We offer hands-on exploration of arts and crafts, music, science, cooking, sports, real-skills, and outside play. All children present participate in off-site afternoon field trips which are taken daily. These include, but are not limited to swimming pool, movie theater, parks, bowling alley and more!

Afternoon Off-Site Activities

Children enrolled and present for care the day of a planned off-site activity are required to participate in the activity. Please find other care for your child if he/she is not able to participate.

We cannot accommodate the staffing to have the child stay behind.

These activities do come with additional charges.

Homework Help

School-age children will be provided with the opportunity to work on reading and other school assignments daily as parents request. Individual assistance and available resources will be provided to children. Teachers will communicate with and provide needed information to parents.

General Policies

Hours of Operation

5:30a.m to 6:30p.m. Monday – Friday. Preschool and School-Age Children must be dropped off at our Infant/Toddler facility and will be transported to their facility at 6:15am.

Kindness Pledge

Our staff are dedicated to providing high quality childcare to this community. We strive to cultivate and maintain positive, collaborative relationships with all the parents and families who we encounter.

We require our team, as well as our customers, to be respectful, kind and patient in the event of a misunderstanding or concern. We are here to help and always want to ensure you're comfortable and confident in your child's care and will do our best to make sure your family's needs are taken care of.

Zero-Tolerance for Hostile Interactions

We have zero-tolerance for hostility toward our team members. We do not allow our employees to be treated poorly and always aim to create solutions in a positive manner if an issue arises. In the event where a hostile or negative interaction takes place, care for the family may be terminated effective immediately.

Free Access

TenderCare always allows parents to have free access to their child's classroom. You may join your child for lunch, just pop in to say "hi" or come and observe at any time.

Policies and Licensing Requirements

Parents have full access to TenderCare's Health Care Plan, Disaster Policy and the Dept. of Early Learning's licensing requirements and statement of deficiencies. These plans are posted in each center's foyer. A copy can be made available upon request.

Our TenderCare Team

Our employees and volunteers are held to a high standard by the State of Washington.

Our employees must:

- Be at least 18 years of age
- Have a high school diploma or equivalent
- Pass a state and federal background check
- Present a negative TB Test
- Be drug-free (We test at hire and randomly monthly thereafter)
- Become certified in CPR and first aid
- Complete childcare basics training
- Complete these preservice training requirements: (WAC 110-300-0105)
 - Recognizing & Reporting Suspected Child Abuse Training
 - Emergency Preparedness Training
 - Prevention and Identifying Shaken Baby Syndrome/Abuse Training
 - Safe Sleep Training
 - Child Restraint Training
 - Medication Management & Administration Training
 - Children Experiencing Homelessness Training
- Complete 10 hours of in-service training after 12 months of cumulative employment
- Complete the EQEL in-service training within 36 months of being hired
- Food workers card when serving meals
- Obtain an ECE initial certificate (12 quarter credits including these three classes 1. Introduction to Child Development; 2. Health, Safety, & Nutrition; 3. Practicum within 5 years of being employed.)

Non-Discrimination

No person shall on the grounds of race, color, national origin or handicapping condition be excluded from participation in the services of TenderCare Children's Centers.

If any person feels that their civil rights have been violated, they are encouraged to contact their center's Director and request a Civil Rights Complaint form.

Prohibited Items

No person shall partake in alcohol, tobacco, cannabis, or any illegal drugs on premises.

Any person partaking in such practices on premises will have police intervention.

Children will not be released to parties displaying intoxication by alcohol. We will help accommodate a substitute ride home for the child(ren).

Guns or other weapons of any kind are not allowed on premises except for law enforcement.

Admittance

TenderCare reserves the right to deny services to any child/family as it deems necessary to protect the quality of care to the children in our centers.

Abuse/Neglect Reporting

We are bound by law, as well as morality, to report any suspected cases of child abuse, neglect, medical neglect or mental cruelty. Our teachers are required to document any unusual wounds or remarks made by the children that might be of a questionable nature. If deemed necessary, these reports will be passed on to Child Protective Services.

Morals

We recognize that strong moral values are very important for children to learn.

We allow prayers before meals, if a child so chooses, and recognition of religious holidays.

We believe that children should be cared for in a loving, nurturing environment.

We do not allow the use of foul language or off-color remarks by children, staff or parents.

Attendance & Signing In/Out

By Law, childcare facilities in Washington are required to have children arrival and departure times captured electronically with a signature of their parent/guardian. TenderCare uses a fingerprint scanner/bypass code time class check-in system called "ProCare".

All pick up/drop off persons must be enrolled into our system using their fingerprint/bypass code. In addition to it being a law, it is a safety precaution and an accurate documentation of attendance.

Only authorized persons listed on the enrollment form may pick up your children. New people (authorized only) entering the center to take a child home will need to bring some form of picture ID.

All emergency contacts must be authorized to pick up enrolled children.

Holidays & Closures

TenderCare Children's Centers will be closed for the following holidays:

- New Year's Day
- Martin Luther King, Jr Day – PROFESSIONAL DEVELOPMENT
 - President's Day
 - Memorial Day
- Juneteenth – PROFESSIONAL DEVELOPMENT
 - Independence Day
 - Labor Day
- Veteran's Day – PROFESSIONAL DEVELOPMENT
 - Thanksgiving Day
- Native American Heritage Day (Friday after Thanksgiving)
 - Christmas Day

Other holidays, professional development days, and emergency snow/heat/smoke advisory as designated.

All planned closures will be posted at least 4 weeks in advance.

Scheduling Your Child Guarantees Care

To ensure that your child's spot is reserved for care, you **must** fill out a calendar and turn in an accurate schedule to be kept on file. Ongoing schedules need a new calendar filled out each month.

Changes to schedules must be communicated to the Director, not classroom teaching staff.

We accept emails, voicemails, and FB messages as acceptable forms to inform of schedule changes.

Space will be reserved on a first come, first served basis.

TenderCare employees are scheduled per the schedules of the children.

24-hour notice is required to cancel care for a reserved day.

If 24-hour notice is not given and your child does not attend on a scheduled day, a "no show" charge for the hours reserved will be posted to your account. This helps our valuable staff scheduled to care for your child to be compensated as promised and we can ensure our staff desire to stay long-term and commit to consistency.

Bringing in Your Child Late Without Notification

We never want to turn a family away, however, if a child is scheduled and they show up more than a half hour late with no notice, care will not be provided for the day.

Accounts will be charged upon beginning of reserved scheduled time in instances when a child shows up late and is accepted for care, unless 24-hour notice is provided to notify the Director of a schedule change.

Quality Care Policies

Meals

TenderCare Children's Centers participates in the USDA Child and Adult Care Food Program. At no additional charge, we offer breakfast, lunch, and P.M snack.

Mealtimes:

Breakfast: 7:00 a.m. – 8:30 a.m.

Lunch: 11:00 a.m. – 12:30 p.m.

P.M. Snack: 3:00 p.m. – 4:30 p.m.

If a child has a food allergy, we are required to have a doctor's note available in the child's file. Appropriate substitutions will be offered.

Naptime

Children under the age of 5 are required to have a scheduled supervised rest time following lunch each day. Children must rest for at least 30 minutes, but we cannot require them to sleep. Naptime music is played, and the lights are dimmed. Children relax or sleep on his/her individual nap mat with a clean, laundered mat cover. Our educators use many techniques to help children fall asleep.

Outdoor Play

Outside time is an optimal learning opportunity to promote children's coordination, active play, imaginative play, and physical, mental, emotional, and social development.

The WAC requires childcare centers to provide at least 20 minutes for every 3 hours of care unless the conditions pose a health and safety threat to the children.

These conditions include but are not limited to: Heat more than 100 degrees Fahrenheit, cold less than 20 degrees Fahrenheit, lightning storm, tornado, hurricane, flooding, earthquake, air quality emergency ordered by a local or state air quality authority or public health authority, lockdown order by a public safety authority, or if there is immediate or likely danger to the children.

Parents are asked to provide appropriate attire for the current season.

ALL CHILDREN PRESENT MUST GO OUTSIDE TO PLAY. IF YOUR CHILD IS "TOO SICK" TO GO OUTSIDE, THEY ARE "TOO SICK" TO ATTEND.

(Example: cough, runny nose, treated ear infection, treated sinus infection, etc.)

We cannot accommodate requests for children to not go outside. This is a requirement of Washington State WAC laws.

Positive Discipline & Guidance

It is our priority to partner with parents to reinforce positive behavior while eliminating negative behavior. No form of corporal punishment will be used at any time. Positive, productive behavior is expected. Children are given opportunities to make their own choices, but with some room to learn logical consequences. When children experience the consequences of their mistakes, their teacher is close by with empathy and loves to examine what can be done differently the next time. If this proves ineffective or if an injury is sustained by another child, the child is given the opportunity to reflect. This is called the recovery process. It is designed to eliminate disruptive, negative, and hurtful behavior and reinforces the child's own problem-solving skills. In cases of continued negative behavior or unsafe behavior after TenderCare employees have exhausted all techniques and strategies, the parents will be contacted and a plan between the parents and teachers will be created to ease the situation.

Our teachers are instructed in Conflict Resolution as well as trained in child development. It is our belief that children should learn how to resolve conflicts in a positive manner, allowing a win/win situation for all those involved.

Understanding what is “typical” will help parents to understand their child’s behavior as well as that of others in his/her classroom. While toddlers are just beginning to learn boundaries and sharing, their primary play is parallel (side by side). When another child invades their “space,” they may scream, bite or hit. This reaction is typical. Teachers prevent such incidences from occurring by actively supervising the children. Teachers will intervene to eliminate or minimize any physical contact while helping the children learn the words to use as an alternative to their previous behavior.

We are bound by law to forbid all corporal punishment, even if requested by a parent/guardian.

When and if a child becomes harmful to themselves, peers, staff, or property, appropriate restraint may be used until the child calms their body or a parent arrives to pick the child up. All staff are trained to use restraint practices safely. All restraints are documented, presented to parents, and retained in the child’s file for review if necessary.

Our **Three Strike Policy** helps us to protect all children in our center from aggressive behavior. If on any day a child harms another child three times his/her parent is contacted and asked to remove their child from the center for the day. If this happens on three separate occasions, the child will no longer be enrolled in our program. We strive to work with every child, however, there are occasions that the environment and the child do not work well together.

Screenings, Observation and Assessments, and Portfolios

Initial developmental screenings are completed within 90 days of enrollment. Results are given to parents within 30 days of the screening for their review.

Periodic ongoing assessments are conducted at developmental age milestones (ex. 3 months, 6 months, etc.) and the results are made available to parents.

Each child has a portfolio created upon enrollment. Screenings, observations, and assessments are retained here, as well as samples of work throughout their time enrolled. Portfolios are a celebration of a child’s unique abilities, achievements and progress, displayed through authentic samples.

As always, parents are encouraged to discuss results and concerns with their child’s teacher or the center Director.

Transitioning

When transitioning children from one classroom to the next age level, teachers meet to discuss development and individual goals.

Parents are consulted prior to any child’s move and their feelings and feedback are taken into consideration and followed, as together we form a team to allow children to develop, grow and transition successfully.

Please take note that a child’s tuition rate does not transition until the child is moved-up to the next classroom with a higher child: teacher ratio.

Summertime Water Play

School-age children take field trips to our community Asotin County Aquatic Center during breaks. The staffing ratio is 10:1 during swimming off-site.

If the temperature from June 1 – August 31 is above 80 degrees and below 100 degrees, children will participate in outdoor water play. Water play can consist of sprinklers, water tables, toy washes, slip & slides, and more.

Parents are encouraged to keep swimsuits on site for daily use. Swim wear is laundered daily. We also ask that all swimwear be clearly labeled with your child's name.

Sometimes parents forget. We understand this and try to have extra on hand if this is the case. Typically, these are supplied by donations. If your child has outgrown their swimsuit, we would love to take them off of your hands!

Birthday Celebrations!

Birthdays are special! Parents are welcome to send [store bought](#) cookies, cupcakes, or any other special treats to share with their child's classmates. Parents are welcome to come to celebrate!

Please remember, we are a nut-free zone!

Personal Treasures & Toys

TenderCare Children's Centers is not held responsible for loss, damage, or replacement for lost/misplaced/stolen toys/expensive coats/expensive shoes brought from home.

Bring these kinds of items at your own risk.

Health & Safety Policies

Infection Control (WAC 110-300-0205)

TenderCare has a responsibility to all our children not to expose them to communicable diseases. Please do not bring your child to the center if he or she has an illness. We will send children home when the child has:

- A fever of 101 degrees Fahrenheit or more is present (100.4 degrees Fahrenheit for an infant younger than two months old) and behavior change or other signs and symptoms of illness
- An illness or condition that prevents the child from participating in normal activities
- An illness or condition that requires more care and attention than the early learning provider can give
- Vomited two or more times in the previous twenty-four hour period
- Diarrhea where stool frequency exceeds two stools above normal per twenty-four hours for that child or whole stool contains more than a drop of blood or mucus
- A rash not associated with heat, diapering, or an allergic reaction
- Open sores or wounds discharging bodily fluids that cannot be adequately covered with a waterproof dressing or mouth sores with drooling
- Lice, ringworm, or scabies
- Appeared severely ill, which may include lethargy, persistent crying, difficulty breathing, or a significant change in behavior or activity level indicative of illness
- Has pink eye or red watering eyes
- Has any other contagious condition

If your child contracts one of these conditions during the day, you will be notified.

We may readmit children to come back for care after being medication & fever free for 24 consecutive hours or written permission of a health care provider or health jurisdiction stating the individual may return safely after being diagnosed with a contagious disease.

If your child is too ill to participate in the activities provided for the day, they are too ill to come to care. We will not exclude children from going outside or attending a field trip as we do not have the resources to do so. Please keep them home when this occurs.

Immunization Requirement

On May 10th, 2019 the laws regarding immunization exemptions changed in Washington. The governor signed EHB-1638 updating Washington State's school and childcare immunization requirement to remove the personal/philosophical exemptions for the measles, mumps and rubella (MMR) vaccine.

Along with requiring children to be immunized, EHB-1638 also requires that employees and volunteers in childcare centers provide current records of their vaccination status as well.

This law took effect on July 28th, 2019.

Medication Policy

Medications may be administered to your child only:

- **If it is prescription, these guidelines apply:**
 - Prescribed by a health care professional with prescriptive authority for the specific child. We cannot give prescription medication to a child that does not match the prescription, even if it is a sibling.
 - Must be in the original container stating the date of prescription, name of physician, dosage, length of time to give medication, and instructions for administration and storage.
- **If it is over the counter (These include, but are not limited to: Vitamins, Herbal supplements, Fluoride supplements, homeopathic or naturopathic medication, teething gel or tablets, etc.), these guidelines apply:**
 - must be in the original container.
 - must have a parent/guardian **AND** a health care provider with prescriptive authority prior to administering IF the item:
 - does not include age, expiration date, dosage amount, and length of time to give the medication.
- **If it is an over-the-counter non-medical item (These include, but are not limited to: Diaper ointments, sunscreen (no aerosol), lip balm, lotion, hand sanitizers, hand wipes with alcohol for 24 months or older, fluoride toothpaste for children two years or older, etc.), these guidelines apply:**
 - in the original container.
 - parent/guardian **AND** a health care provider with prescriptive authority prior to administering IF the item:
 - does not include age, expiration date, dosage amount, and length of time to give the medication.
- **We must administer medication pursuant to directions on the medication label and using appropriate cleaned and sanitized medication measuring devices.** (These must be provided by the parent.)

Medication that no longer needing to be administered must be returned to the parent immediately. We cannot discard any medication ourselves.

Ill children must be showing visible signs of recovery and be medication-free for a consecutive 24 hours before returning to care.

Sunscreen

Parents are asked to bring sunscreen for their child to use. A sunscreen release form must be filled out annually, per licensing law requirements.

**WE ARE NO LONGER ALLOWED TO DO AEROSOL ANYTHING, INCLUDING
SUNSCREEN. ☹️**

WAC 110-300-0240

If you do not bring your child sunscreen to use during the months of June – August, there will be a charge of \$10/child.

***The State of Washington now allows an opt-out for sunscreen. ***

Please ask the Director for details.

Aerosol's & Air Fresheners

We are sad to announce that per the new licensing laws, we are no longer allowed to use air fresheners of any kind or aerosol sprays. **WAC 110-300-0240**

Head/Body Lice

If a child is found to have head/body lice, his/her parent will be contacted to pick their child up immediately.

TenderCare has a “no-nit” policy. No child will be admitted to care with evidence of nits. Teachers inspect children’s hair daily to prevent any spread of head lice.

Accidents

If your child receives a minor injury, you will receive an injury report and be asked to sign a copy stating that you have received one. This report will state the nature of the injury and the steps taken. If your child receives a major injury, you will be notified immediately.

Insurance

Parents are responsible to carry medical insurance on their own child. TenderCare will be held harmless in all cases of accidental injury.

Children with Special Health-Related Circumstances & Disabilities

Children with disabilities must have documentation with a physician note regarding diagnosis and appropriate care instructions. An individualized care plan will be written by Administration. This will be reviewed and signed by the parents.

Health Related Devices

Some children may have visual or hearing impairment. In these cases, all preventative measures must be taken. We ask that all children be equipped with a tether or headband to keep children wearing such devices as eyeglasses or hearing aids from misplacing the item.

TenderCare Children’s Centers is not held responsible for loss, damage, or replacement for lost/misplaced/stolen devices if the parent equipped the child with the appropriate device preventative measures.

Pesticides Policy

No pesticides will be administered to any building or grounds of TenderCare during hours of operation. Parents will be notified 48 hours before and immediately after any applications of toxic products to the grounds or premises.

Fire and Disaster Drills

Monthly fire drills and quarterly disaster drills will be conducted for the entire center. These drills are documented in the office. You will be alerted on the days of these drills so that you can address these with your child.

Enrollment & Payment Policies

Enrollment & Children's Files

At enrollment, policies must be reviewed and a fully completed enrollment packet must be turned in. Registration fee is due during the enrollment meeting to reserve the spot. Up to date immunizations or appropriate exemption form signed by a physician must be submitted before care can be provided. A CIS (Certificate of Immunization Status) must be signed by the parent and completed by the provider.

Any immunizations the child receives after the initial enrollment must be submitted as the child receives them.

If a parent needs to acquire records from TenderCare, there will be a fee of \$1/page.
Please allow 72 business hours for records to be furnished.

Annual Re-Enrollment Meetings

Annually, meetings are set with every family to re-enroll. Negligence to attend mandatory meeting will result in termination of care by disenrollment on September 1st of each year. Disenrollment fees apply.

PAYMENT POLICIES:

PAYMENT POLICY:

The non-refundable registration fee is due when enrollment meeting occurs to reserve your child's spot at our facility. State subsidy accounts have their registration fee paid by the state.

Your spot is not reserved until it is paid, and enrollment meeting is completed.

Private Pay Accounts

TenderCare operates on a prepayment system for all private pay accounts.

For these accounts, a statement will be printed or emailed on the 1st and the 16th days of each month stating your balance, whether it be a credit or an outstanding balance. This means that all fees are due and payable before care is received.

You run the risk of care being suspended if you are not prepaid.

Washington State Subsidy Paid Accounts

Participants in the Washington State Working Connection Childcare Subsidy Program must apply and have written emailed authorization emailed to our billing department before the first day of care. This will also cover registration fees.

Copayments are calculated by the WCCC Subsidy program.

For these accounts, statements will be printed or emailed by the 5th of the month. These accounts must be paid by the 10th of the month. You run the risk of care being suspended if your full co-payment is not paid.

State subsidy accounts that leave TenderCare, with or without notice, that have an outstanding balance will have DSHS notified, and all subsidy care will cease at any licensed childcare facility that accepts Washington State subsidy. Other state-subsidized program participation may also be at risk while in collections.

Accepted Forms of Payment

You may make your payment in cash, money order, check, or credit/debit card.

Late Fees

Private Pay Accounts: Accounts that do not reflect a credit balance will have care suspended. If there is a balance owing on the 5th business day at closing after the billing day, a flat fee of \$35 or 10% late fee will be applied to the account, whichever is greater. If the account remains unpaid, the late fees will continue to accrue each billing period on the 5th business day after bills are processed on the 1st and 16th.

Subsidy Pay Accounts: Copayments are due to be paid in full, along with other charges (overtime care, transportation, activity fees, etc.) by the 10th of each month. Negligence to pay by this date results in a flat fee of \$35 or 10% late fee, whichever is greater, that will be reflected in next month's statement.

Going Green Email Statements

TenderCare Children's Centers value the environment! Enroll in "Going Green Statements" and conveniently receive your statement in your email inbox each billing period.

If you opt-out of going green statements, you will be charged \$5/month for the printed statement service.

Disenrollment

We require a two-week written notice for disenrollment. (10 business days)

There is an official TC form to fill out.

Children must attend care for regularly scheduled hours (average amount of care based on previous 120 days of care) during this timeframe or disenrollment fee of \$175 will be charged.

The average amount of care is calculated by using the last date the child was in care and looking at the 120-day timeframe beforehand – not the date of the disenrollment form.

A \$175 charge will be applied to all accounts that offer less than two-weeks' notice to discontinue care or when children do not attend care for a consecutive 30 days, or when children do not attend at least an average amount of care based upon the previous 120 days of care.

Exception: State paid accounts will be excluded from paying the dis-enrollment fee if the annual WCCC review results in a declined status from Washington State. Anything other than annual denial review must still allow for a two-week notification period.

Extended Leave

We require a two-week written notice for Extended Leave. (10 business days)

There is an official TC form to fill out.

For families taking an extended leave from care, 30 days but not more than 90 consecutive days, the disenrollment fee will not apply if a minimum account credit of \$175 has been applied to account. This fee will hold the children's spot, but account credit is non-refundable if child does not return within 90 days.

Only 1 extended leave accepted per calendar year.

Two-week written Disenrollment, along with a refund of the \$175 holding fee, will only be accepted during extended leave if the child attends care for those two weeks for regularly scheduled hours (and/or average amount of care based on previous 120 days of previously provided care before extended leave began) timeframe or disenrollment fee will be charged.

Subsidy Information

TenderCare Children's Centers happily accepts Washington Childcare Connections. Authorization from the Department of Social Health and Services (DSHS) is required before a spot is confirmed as reserved. Children can begin care when this authorization is received by our billing department.

To reserve a spot, accounts must provide a calendar with a parent/guardian signature each month.

Subsidy statements are available each month on the 5th of the month. They can be received by email (Going Green) or at your child's center for \$5/month.

Co-pays are due by the 10th of each calendar month, or a late fee will be charged. (See late fee policy)

We do not participate in ICCP.

After Hour Pick-up Charges

Our hours of operation are 5:30 A.M. to 6:30 P.M. An additional charge of \$3.50 per minute per child will be made for any time after 6:30 P.M.

These costs are not covered by the state and therefore must be paid at the time of pickup.

No-Call, No-Show, and Late Drop-off

To avoid a "no call, no show" charge, 24-hour notice is required to cancel care for a reserved day.

If 24-hour notice is not given and your child does not attend on a scheduled day, a "no show" charge for the hours reserved will be posted to your account.

Accounts will be charged at the beginning of the reserved scheduled time in instances when a child shows up late for care, unless 24-hour notice is provided to notify the Director of a schedule change.

Co-Parenting Relationships

TenderCare does not split charges between divorced or separated parents. The custodial parent will need to pay all charges and collect what is due from the other parent.

Relationships with Caregivers

We encourage positive and collaborative relationships between our educators and our children's parents. However, we do prohibit all personal, romantic relationships.

Outside-hour babysitting is currently acceptable as long as it does not create hardship between TenderCare and the family.

All interactions between parents and the people they send with their children must be positive and kind to all representatives of TenderCare Children's Centers.

Negligence to be kind, collaborative, and respectful may result in termination of care.

Account Refunds

Refunds may be requested by emailing our billing department at tendercarebillingservices@gmail.com. Please allow 30 business days for refunds to be processed and issued.

Accounts left with a credit will be non-refundable 90 days after the last charge.

Collections

Accounts in default will be turned in to collections 90 days after the last payment.

Preschool and Pre-K

The charge of \$100 per month will be charged to your account (if applicable) on the last day of the previous month. This is to help cover the cost of materials, books, and a highly qualified and certified preschool teacher for the months of September through May.

Camera & Surveillance Policy

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our childcare early learning center, TenderCare Children's Centers is equipped with a 24-hour video surveillance system.

Security cameras are installed in all licensed spaces including classrooms, hallways, outdoor play areas, indoor play areas, and parking lots. Areas that are not equipped with security cameras will be bathrooms and dressing rooms.

We may conduct video surveillance of any portion of our premises at any time. Cameras have been positioned in appropriate places within and around our facilities and are used to help promote the safety and security of people and property.

The following are just some of the many benefits of having security cameras installed in daycare centers:

- Keep children and childcare educators safe. They are a very effective deterrent to any crime.
- People tend to behave/perform better when there are security cameras around.
- Owners/Administrators can better monitor the entire organization and better supervise/observe educators' interactions with children and with other educators effectively.
- Help provide peace of mind to our parents and our educators.

Because we respect the privacy of all children, parents, and educators in our organization, our 24-hour surveillance system/security cameras are for internal purposes only.

Due to confidentiality, only the Owner & Administration team are allowed to view our security cameras/video footage. Recording video footage will be retained for 2 weeks' time.

Video surveillance/recording consent forms are signed prior to and a condition of employment and enrollment with TenderCare Children's Centers.

2023/2024 Parent Signature Page

I have read the TenderCare Parent Handbook. I agree with all the policies and procedures included. I agree to compensate TenderCare for services within the time specified at the current rate for my child's age and attendance.

I understand that TenderCare is a family-oriented center, and I will work with my child's teacher to provide the continuity needed to help his/her childcare experience be as positive as possible.

Please **initial** each item below to show that you agree with and promise to follow TenderCare policy.

Curriculum Philosophy

Early Achiever Participation

Advocacy for Child Care & Early Learning

Infant Program

- Daily Schedule
- Diaper Changes
- Extra Clothing
- Bottles & Binkies
- USDA Requirements
- Infant Room Health & Safety
- Safe Sleep Practice
- Prohibited Items by WA Law

Toddler Program

- Daily Schedule
- Diaper Changes
- Extra Clothing
- Potty Training
- Binkies
- Biting
- Prohibited Items by WA Law

Preschool Program

- Preschool & Pre-K Classes

School-Age Program

- Afternoon Off-Site Activities
- Homework Help

General Policies

- Hours of Operation
- Kindness Pledge
- Zero-Tolerance for Hostile Interactions
- Free Access
- Policies and Licensing Requirements
- Our TenderCare Team
- Non-Discrimination
- Prohibited Items
- Admittance
- Abuse/Neglect Reporting
- Morals
- Attendance & Signing In/Out
- Holidays & Closures
- Scheduling Your Child Guarantees Care
- Bringing Your Child Late w/out Notice

Quality Care Policies

- Meals
- Naptime
- Outdoor Play
- Positive Guidance & Discipline
- Screenings, Observation, Assessments & Portfolios
- Transitioning
- Summertime Water Play
- Birthday Celebrations
- Personal Treasures and Toys

Health & Safety Policies

- Infection Control
- Immunization Requirement
- Medication Policy
- Sunscreen
- Aerosol's & Air Fresheners
- Head & Body Lice
- Accidents
- Insurance
- Children with Special Health-Related Circumstance & Disabilities
- Health Related Devices
- Pesticides Policy
- Fire & Disaster Drills

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Disenrollment Fee

Extended Leave

Subsidy Information

After Hour Pickup

No Call, No Show & Late Drop off

Co-parenting Relationships

Relationships with Caregivers

Account Refunds

Collections

Preschool & Pre-K

Camera & Surveillance Policy

Parent or Guardian Signature

Date

Second Parent Signature

Date

TenderCare Signature and Title

Date

ACCOUNT: