



## **ABOUT US**

We started our childcare journey as an in-home program in January of 2017 in the basement of Kristen's home. Quickly realizing that the need for quality care within our community far surpassed the local availability, she began looking for a place to grow in to. From the moment she walked into the building at 560 Sand Creek Road, Colonie, she knew it was the perfect location.

In August of 2020, Tiny Town of Colonie, opened their doors with a license to care for 131 children. Our Colonie location offers care to children from infancy through preschool, as well as a before and after school program for school age children.

In May of 2024, Tiny Town of Latham, opened their doors with a license capacity of 169 children. Our Latham location offers care to children from infancy through school age. Our school age program offers wrap around care, school break and summer camp options for children from 5-12 years old.

Our program is focused on the sense of "family" with the goal of preparing our children for the future. Our staff members have notable credentials and years of experience to ensure each child is provided with the tools necessary for social, emotional, and academic success.

## **OUR LOCATIONS**

Tiny Town of Colonie  
560 Sand Creek Road  
Albany, NY 12205  
518.464.5600

Tiny Town of Latham  
1214 New Loudon Road  
Cohoes, NY 12047  
518.240.5625

## **OUR MISSION**

We are committed to providing safe, high quality and developmentally appropriate curriculum to children of all ages. We encourage individual growth and exploration by providing the tools necessary for each child to reach their full potential.

## **NON-DISCRIMINATION POLICY**

We have developed an atmosphere free of unlawful discrimination. We do not and shall not discriminate based on race, color, religion, gender, gender expression, age, national origin, disability, military status or any other characteristic defined by law. We are committed to providing an inclusive and welcoming environment for all members of our Tiny Town family.



**CHILDREN WITH SPECIAL NEEDS**

We are in compliance with The Americans with Disability Act (ADA) as well as all applicable federal, state and local laws pertaining to children with disabilities. We will make all reasonable accommodations to create an inclusive environment that allows everyone to participate in our center’s programs and services. Our goal is to provide a healthy and safe environment to all within our program while assisting children with their individual needs.

**SERVICES**

Occupational, Speech, Physical or any additional therapists are welcome in our buildings to provide individual care for children who have been approved through evaluation. Program approval and parental consent WILL be required prior to services commencing.

**MANDATED REPORTING**

We take the health and safety of the children in our care very seriously! All staff members are mandated reporters and are thereby required to report any suspicion of abuse or neglect to the Albany County Department of Child Protective Services. We are not required to notify the parent or guardian if they believe, in good faith, there is a suspicion, and it is necessary to file a report.

**HOURS OF OPERATION**

Our programs will be open Monday through Friday 7:00am to 5:00pm. We will be closed the following days:

New Year’s Day	Juneteenth
Martin Luther King Jr Day	Independence Day
President’s Day	Labor Day
St. Patrick’s Day	Columbus Day
Good Friday	Veteran’s Day
Labor Day	Thanksgiving Break *
Memorial Day	Christmas Break (2 Days)

\*Thanksgiving Break- Closed Wednesday at noon through Friday

We will have three (3) scheduled staff training days each calendar year.

In the unlikely event that an extended closing is necessary and unless otherwise noted, full payments will be deducted from the bank account on file by 10:00am on Monday. We will disseminate information pertaining to special circumstances on a case-by-case basis.



## **DELAYS AND CLOSURES**

In the event the center will need to close or delay opening due to severe weather, power outage, or any circumstance out of our control, we will post the closure or delay on the local news stations, social media and a Procure message to our families.

## **STAFF TRAINING**

Our staff are required to maintain minimum educational requirements based on the role they hold within the program. Along with New York State, we require our staff to conduct a minimum of 30 hours of training every two years. We conduct annual training days throughout the year and strongly encourage our staff to complete professional development whenever possible.

## **SOCIAL MEDIA**

Please visit our website [www.tinytowndaycarecolonie.com](http://www.tinytowndaycarecolonie.com) and our Facebook pages for more information about our programs. We encourage and appreciate our families sharing stories and pictures of their time with us.

## **FIREARMS AND WEAPONS**

With the exception of law enforcement, at no time is any person permitted to carry any type of firearm, ammunition and/or weapon on the property. Violation of this policy will result in immediate termination of care for the family.

## **SMOKING/VAPING/ALCOHOL/DRUG USE**

Smoking and vaping are prohibited on all center properties. If at any time a staff member believes a parent or guardian is under the influence of drugs or alcohol when dropping off or picking up their child, the proper authorities will be notified immediately.

## **COMMUNICATION**

Open communication with families and staff is a priority. At drop off please take a moment to message your child's teacher on Procure to let them know if they have had breakfast, if you plan to deviate from the normal schedule, if you have any worries or concerns, notice any behavioral differences with your child or any other information that may be helpful in caring for your child.

## **Reportable Incidents**

If your child has an accident or incident while in our care an incident report will be completed for your review. Incident reports are a form of communication between home and program. These reports provide information pertaining to the date, time, and location



of the incident, as well as any action the program took to provide aid, redirection and/or assistance to the child or children and the staff members present.

In the event a child needs care that is outside the scope of the program a call will be made to 911 and the child's emergency contact will be notified immediately.

Due to confidentiality, we are unable to discuss information pertaining to other children or families within the program.

### **Biting**

Experts in the child development field state that biting among infants and toddlers can fall into a wide range of expected behaviors. Some common reasons for biting are: teething, exploration, attention, anxiety, frustration (typically from the inability to effectively communicate), self-defense, lack of experience interacting with children in a group and more.

If a child shows a pattern of behaviors that lead to multiple biting incidents, we will request a meeting with the parents and conduct an evaluation of the program activities and environment. We will do our best to make any adjustments to the classroom and routines.

If the biting continues, we will work with a behavior specialist, the family and staff to develop a more specific interventional plan for your child.

In some cases, you may be asked to have your child take an extended leave from program until the behavior has stopped. Tuition will still be due at this time.

Please keep in mind that if your child is involved in an incident where they have either been bitten or have bitten, our staff cannot discuss the identity of the other family.

### **NUTRITION**

We will offer breakfast, lunch and afternoon snack daily. Our menu is a 4-week rotating menu that can be found in the registration packet, on the bulletin board in the lobby and on our website. Breakfast will be served until 8:45am – we kindly ask if your child is arriving after this time that they have eaten breakfast. If we are serving a meal that your child dislikes, you may provide a healthy and nutritious alternative. We kindly ask that you do not send candy, cookies, or other sweets. If an alternative isn't supplied, we will offer a sandwich alternative. Peanut, tree nut and egg substitutes are highly discouraged due to severe allergies within the program.

For the children who are not able to eat table food, a day's worth of meals must be supplied by the parent. These containers will need to be labeled with the child's full name, the



contents of the container and the date. Appropriate utensils must also be sent with the child.

If a change is made to the menu parents will be notified as soon as possible.

### **ALLERGIES**

We are not a peanut/tree nut free facility. When an allergy is present, a menu will be sent home for the family to review and annotate any allergy. We ask that you send in a substitute for that meal.

If a child has an allergy other than food, please clearly annotate the allergen on the blue card and associated paperwork.

Additional paperwork will be needed for ANY allergy, including seasonal allergies. These documents require a physician signature and will need to be updated biannually or with any changes. If documentation is not kept up to date your child WILL NOT be able to attend the program until all paperwork is completed.

### **EVACUATION AND RELOCATION PLANS**

In the unlikely event that we will need to relocate to another location we will notify the parents as soon as safely possible via text message, email or phone call.

#### **Tiny Town of Colonie**

##### **Primary Relocation Site**

Village of Colonie Recreation Center  
3 Thunder Road  
Colonie, NY 12205

Staff and children will walk to Sand Creek Road, left on Sand Creek Road, left onto Peter Drive, right onto Gert Lane, left onto Locust Park, left onto Thunder Road.

##### **Secondary Relocation Site**

Forest Park Elementary School  
100 Forest Drive  
Colonie, NY 12205

Staff and children will walk to Sand Creek Road, right onto Sand Creek Road, right onto Mordella Road, left into Forest Park Elementary School.



### **Tiny Town of Latham**

#### Primary Relocation Site

Boght Community Fire District

8 Preston Drive

Cohoes, NY 12047

Staff and children will be bused to the location by Brown Coach, Inc

#### Secondary Relocation Site

Guptil's Roller Skating Arena

1085 New Loudon Road

Cohoes, NY 12047

Staff and children will be bused to the location by Brown Coach, Inc

### **ENROLLMENT**

Prior to your child's first day you are required to complete our Registration packet to be reviewed by the program Director. A non-refundable registration fee and deposit of one week's tuition will be collected. This fee will be applied to your child's last week of care. The paperwork within this packet provides us with information specific to your child to ensure we are providing them with the best possible care. It is imperative that these forms are filled out timely and accurately. If you put down a registration fee/deposit and then decide that you no longer in need of a spot, you are then agreeing to forfeit those funds.

When you enroll your child with us, a family profile will be created within our Procure system. Procure is an interactive online parent portal that allows several services from daily attendance tracking, communication with teachers, important reminders, photos, and more. This is also where you will sign your child in and out every day.

### **BEHAVIOR MANGEMENT**

Our staff share the philosophy that guidance and behavior management are opportunities to support each child's development of positive problem-solving skills and self-control. We support and encourage positive teacher to child and child to child interactions by creating a classroom community filled with respectful communication, teaching opportunities like sharing, individual responsibilities, age-appropriate conflict resolution skills and more. Our staff will set reasonable expectations that are clear, easily understood and modeled by our staff members for the child's age group. We will encourage and reward for good choices and behaviors through positive statements and encouragement. We believe in teaching behavior management tools within a child rather than applying discipline is most successful.



Appropriate behavior management requires planning, setting clear limits, reasonable expectations, and redirection. Humiliating, disrespecting, hitting, shaming, use of bribes, intimidating, pushing, physical restraint, withdrawal of food, withholding physical activity or any other form of negative emotional or physical punishment will never be used. Parents are asked to follow these same guidelines at home and must refrain from any form of physical or verbal punishment while at our program sites.

If a child displays consistent behavioral concerns and our positive behavior techniques appear to be ineffective, we will request a meeting to discuss and develop an individual behavioral plan. Outside support professionals may be asked to assist with the development of an appropriate plan. A plan will be developed that supports the child's inclusion, the centers capabilities and family needs. In the event the behavior does not improve, or the family does not agree to the behavior plan the family will be disenrolled immediately.

### **TUITION FEES**

At time of enrollment, you will be provided with an Enrollment Agreement Form that will outline the terms and conditions of enrollment as well as all applicable fees. Tuition is due at drop off on Monday for the current week of care. Payment will need to be in the form of ACH (Automatic Clearing House) withdraw, credit/debit card, money order, check, or cash.

Our preferred form of payment will be through Tuition Express. Tuition Express processes payments through a debit card or ACH from your checking account. We do accept credit cards, however, please note that we have the right to restrict the type of credit card to be utilized. There is a 3% transaction fee when using a card. Reoccurring payments are only available if using a credit/debit card or ACH payment.

If a payment is returned, there will be a \$25 fee applied to your account. If payment is returned on more than one occasion, another form of payment will need to be agreed upon with the Director. Lack of payment will result in termination of services.

### **Subsidy**

There are numerous opportunities to assist families with the cost of tuition. When the subsidy program issues payment, a credit will be applied to the family account. Regardless of which program a family chooses to utilize payments are due each Monday.

Tuition rates are based on the classroom your child is placed in, not their age.



## **GENERAL FEES**

### **Registration Fees**

In addition to your weekly tuition, a non-refundable \$50 registration fee will be applied to your child's account annually. This deduction will be withdrawn on the yearly enrollment date (ie Sam's first day with the program is March 1, 2020, the next payment will be due March 1, 2021)

### **Late Fees**

If payment is not received by close of business on Monday, a late fee of \$10 per day will be applied to your account.

## **DISCOUNTS**

We offer one form of discount per family, which cannot be combined with any other offers or discounts offered by the program or other sources.

### **Multiple Child Discount**

When multiple children from the same family attend our program, a five percent discount may be applied to the tuition rate once the second child begins attendance. Full rate will be paid for the child with the highest tuition amount. The discount will be applied to the other children enrolled within the family.

See the director for any discount related questions.

### **Law Enforcement/Local Town Employee Discount**

A 5% discount will be applied to your tuition rate with proof of employment.

### **Vacation Time**

Tiny Town of Colonie understands the importance of family time. Therefore, families will be given ONE week at HALF PAY per year. This week must be taken as 5 consecutive days and may only be used once per calendar year. Unused time cannot be carried over to the following year. The discount does not apply to part-time families. The child must be enrolled with the program for a minimum of 90 days prior to utilizing this discount.

Please note that tuition rates may change annually, a minimum of 30 days' notice will be given to any rate or policy change.

## **DROP OFF AND PICK-UP POLICIES**

A parent or guardian is required to accompany their child to the front door of the center. If there is something that needs to be brought up to your child's teacher, send a note through





Procare and a teacher will get back to you as soon as possible. If the matter is urgent, feel free to call the center.

Please ensure that you are signing your child in and out each day through the Procure application. If you anticipate a change in your typical pick up or drop of schedule, please send a message notifying the staff of the change. Please note: Children may only be in care for a maximum of 9.5 hours.

If someone other than the parent or guardian will be dropping off or picking up, the individual **MUST** be listed on the authorized pick up and drop off form. Please keep in mind that this individual may be asked for proof of identification (ie. Driver's License) before the child is released into their care.

Center hours are Monday through Friday 7:00am-5:00pm. If you will be late picking up your child, please provide us with as much notice as possible. Please note, we will charge a late fee of \$20 per 15-minute increment. This rate is in addition to the weekly tuition rate.

In the event your child is not picked up by closing time and we are unable to reach a parent we will reach out to the emergency contacts. If we are unable to reach a parent/guardian or a person listed as an emergency contact the proper authorities will be contacted.

If a staff member has reasonable suspicion that the individual picking up a child is under the influence of drugs or alcohol all reasonable efforts will be made to prevent the child from leaving with that individual. If the efforts are unsuccessful, the proper authorities will be notified immediately.

### **SICK CHILD POLICIES**

The health and safety of the children is our number one priority. If you are questioning whether to send your child, we kindly ask that you air on the side of caution and keep them home. If your child experiences any of the following symptoms, please keep them home until they are symptom and medication free for at least 24 hours.

- Fever of 100 degrees or above
- Conjunctivitis ("pink eye")
- Vomiting, in excess of typical infant spit-ups within 24 hours
- Diarrhea that is excessive (2 or more bowel movements in a 12-hour period)
- Any evidence of enteric disease (ie worms)
- Excessive coughing, sneezing or colored nasal discharge (indication of possible infection)
- Throat infections, such as strep throat.
- Undiagnosed skin rash, skin lesion, etc. (ie thrush, ring worm, impetigo)
- Bleeding other than a minor cut or scrape



- Signs and symptoms of ear infection; pulling at ears, fever, difficulty sleeping, drainage, etc.
- Any other contagious illness

Children display signs and symptoms of illness differently. If your child experiences any of the above symptoms or becomes too ill to participate in the daily schedule they will be required to be picked up immediately. To ensure the well-being of everyone in our program, your child will remain with the Director, or designated staff member, until such time that he/she is picked up.

If your child requires a prescription medication, they will need to be kept home for a minimum of 24 hours after starting the medication to ensure they do not have an adverse reaction. A doctor note stating they are free of any contagious illness and can return to daycare will be REQUIRED.

If a child has been exposed to any contagious disease such as chickenpox, measles, mumps, conjunctivitis, skin infections, pediculosis (head lice) notify the Director immediately. The Director will notify all parents if an exposure has occurred on-site. All other illness notifications will be sent out if there are two or more confirmed cases within the classroom.

### **OUR PROGRAMS**

Each classroom has a dedicated curriculum that has been developed to meet the individual needs of the age group. We are committed to providing an inclusive environment that promotes each child's social/emotional, physical and cognitive developmental growth.

### **INFANT**

Our teachers will conduct both individual and group-based activities that focus on the social, emotional, and physical development of each child. We are committed to maintaining a nurturing and engaging environment through teacher and child interactions. Routines, such as feeding and diapering, are completed on demand and incorporated into the daily schedule. We will do our best to work with families to maintain consistency both at home and in the classroom.

### ***The following items MUST be supplied and labeled with your child's FIRST and LAST name:***

Diapers, wipes, pacifier(if needed), bottles (breastmilk or formula), ointments, bibs (several), baby food (until they are able to eat the food listed on our menu), crib sheet, non-weighted sleep sac or blanket (no holes, fringed edges), several changes of clothing, weather appropriate attire (winter- snowsuit, boots, gloves and hat, summer – bathing suit and towel) and sunscreen.



**PLEASE NOTE:**

- *An additional bottle of formula/breastmilk should be accessible in the event of an emergency*
- *Any ointments require a nonmedication consent form*
- *No glass bottles*
- *Any unused formula or food must be taken home daily*
- *Blankets can only be used if your child is 12 months or older*
- *As a child gets older and becomes capable of using a cup, two spill proof sippy cups will be required*

**TODDLER**

Our teachers encourage children to express their individual thoughts and feelings through interactions and experiences with others. Caregivers will provide the tools to develop effective communication by answering yes/no questions, expressing and understanding emotions, participating in dramatic play with their peers, teaching conflict resolution skills and much more. Our goal is to build confidence and positive self-worth while providing a nurturing environment. We will focus on building toddler independence, confidence and positive self-worth.

We will encourage potty training! Staff will work with parents to develop a routine that works best.

***The following items MUST be supplied and labeled with your child's FIRST and LAST name:***

Diapers, pull-ups, wipes, ointments, bibs (if needed), pacifier(if needed), spill proof cup with WATER ONLY, crib sheet, blanket, small pillow, several changes of clothing, weather appropriate attire (winter- snowsuit, boots, gloves and hat, summer – bathing suit, towel and swim shoes) and sunscreen.

**PRESCHOOL**

Our staff has developed a comprehensive, research-based curriculum that encourages exploration and discovery as a way of learning. We are committed to helping preschoolers develop confidence, creativity, number and letter recognition, patterning, early writing skills, sight word recognition, reading, lifelong critical thinking skills and more. Our goal is to create a nurturing environment where the children are provided with the guidance and tools to acquire the skills needed for Kindergarten. We will encourage potty training! Staff will work with parents to develop a routine that works best.

***The following items MUST be supplied and labeled with your child's FIRST and LAST name:***



Spill proof cup with WATER ONLY, several changes of clothing, nap mat sheet, blanket, small pillow, weather appropriate attire (winter- snowsuit, boots, gloves and hat, summer – bathing suit, towel and swim shoes) and sunscreen.

### **SCHOOLAGE**

We recognize that even when school is not in session, the children need an environment that is stimulating and focused on learning. We provide the children with a safe and structured environment that carefully balances fun, exploration, and learning. Assistance with homework is always available.

***The following items MUST be supplied and labeled with your child's FIRST and LAST name:***

Weather appropriate attire (winter- snowsuit, boots, gloves and hat, summer – bathing suit, towel and swim shoes), non-aerosol sunscreen, water bottle.

### **WITHDRAW & DISMISSAL POLICY**

A two-week notice is required before withdrawing a child from our program. Account must be paid in full before withdrawing to include your child's tuition for that two-week period. Any account with a past due balance at time of disenrollment will be paid thru the electronic withdrawal option - Tuition Express.

The director reserves the right to disenroll a child at his/her discretion, or for any of the following reasons:

- Non-payment
- Excessive late payments of tuition and/or fees
- Failure to abide by the rules of the program as outlined in this agreement
- Programs inability to safely meet the needs of your child with current staffing
- Physical and/or verbal abuse of staff or children by parent or child
- Failure to keep required paperwork current (immunizations, physical, etc.)
- Written notification of any reason

If at any time you have questions or concerns regarding the daily operations of our program, please feel free to request a meeting with the Director. We are advocates of open communication to ensure the health and safety of everyone within our program.

Regulations and guidelines outlining the basic requirements for our program can be found on the Office of Children and Family Services website or can be reviewed upon request with the Director.

**WELCOME TO OUR FAMILY!**