



Welcome!

We are excited that you and your child have decided to join our growing family! Our mission is to provide high quality and developmentally appropriate curriculum to children from infancy through school age.

We believe communication is the key to success! Creating and maintaining an open line of communication between the parents and staff is vital. Your teacher will provide you with information on child's activities and routines on a daily basis. We encourage you to work with and talk to your child about their day at home.

The Parent Handbook is a great resource for the guidelines and polices we have implemented within our program. The information contained within this handbook is based on New York State regulations, licensing requirements, educational standards and best practices. It was developed to ensure your child receives the best care possible while they are with us. Please review this handbook in its entirety.

There will be times when the information contained within this handbook will need to be updated as regulations and requirements do change. If updates are necessary, we will provide reasonable notice of all changes that may impact your family.

We welcome any questions that may arise while reviewing this handbook and encourage you to speak with our director.

We look forward to partaking on the successful journey of your child's social, emotional and academic success!

Sincerely,

Kristen Blais

Kristen Blais, Owner
Tiny Town of Colonie



ABOUT US

We started our childcare journey in January of 2017 out of my home. I quickly realized the need for quality care within our community far surpassed the local availability. At that time, I began looking for a larger location. From the moment I walked into this building, I knew it was the perfect building to grow into. We are a family that believes in setting children up for personal and academic success. Our program will be focused on the sense of “family” with the ultimate 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 success.

OUR LOCATION

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

OUR MISSION

At Tiny Town of Colonie 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 to reach each child’s full potential.

NON-DISCRIMINATION POLICY

We have developed an atmosphere free of unlawful discrimination. We do not and shall not discriminate on the basis of 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.



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

Tiny Town of Colonie will be open Monday through Friday 7:00am to 5:30pm. We will be closed the following days:

New Year’s Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year’s Eve – Close at 12pm
Thanksgiving Day	3 DAYS TBD ANNUALLY FOR TRAINING

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 4:00pm 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 social media and send out a mass text message and email to our families.

STAFF TRAINING

All of 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 and Facebook page for more information about programs. We encourage our families to share 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 Tiny Town of Colonie property. 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 let your child's teacher 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 is injured while in our care our staff will provide basic first aid and you will be asked to sign an Incident Report when picking up your child from care that day. If the accident or injury requires additional treatment, we will contact you and request that you pick up your child and have them seen by a medical professional. If the accident or injury is serious, and requires immediate medical attention, we will contact the individuals listed on the emergency contact form. Due to confidentiality we are unable to share the names of any other children that may be involved in an incident.

Biting

Experts in the child development field state that biting among older 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.

The first time a child bites we will conduct an evaluation of the program activities and environment. We will do our best to make any adjustments to the classroom and routines, as long as the overall program has a minimal impact.

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 disenroll your child until the behavior has stopped.

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 and on the bulletin board in the lobby. Breakfast will be served until 8:30am – we kindly ask that 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.

Although our program is not peanut/tree nut free we will have designated rooms that are. If your child is in a peanut/tree nut free room you will be notified in writing and a sign will be posted within the classroom.

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 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.

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.

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.



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 one-week fee, equivalent to your weekly tuition rate, 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.

When you enroll your child with us, a family profile will be created within our Procare system. Procare is an interactive online parent portal that allows a number of services from daily attendance tracking, communication with teachers, important reminders, easy online tuition payments and more. Please download the KidReports application on your phone or tablet.

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 much 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 developing behavior management 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 behavior 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. The Director, parents and outside professional will develop and agree on an appropriate plan that supports the child's inclusion, the centers capabilities and family's 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 cards, money order or check. We apologize but cash will NOT be accepted.

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. Reoccurring payments are only available if using a debit card or ACH payment.

If your family participates in any federal or state assistant programs for childcare subsidy, please review our program policies for specific terms and conditions which may affect your child's enrollment.

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 \$5 per day will be applied to your account.

DISCOUNTS

You are entitled to 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 10 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.

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 will run concurrently with your date of enrollment (ie. February 15, 2020 – February 15, 2021). 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 into the center and to the child's classroom each day. We encourage parents to have a brief discussion with your child's teacher upon arrival each day.

An attendance sheet will be located inside each classroom. Please ensure that you are signing your child in and out each day indicating an expected pick up time, as well as, who is planning to pick up for that day. This information will help assist the staff with planning daily activities, transitions, etc. 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.

The center closes at 5:30pm Monday through Friday. 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 \$10 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 contact.



If a staff member has reasonable suspicion that the individual picking up a child is under the influence 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 scarp
- Signs and symptoms of ear infection; pulling at ears, fever, difficulty sleeping, drainage, etc.
- Any other contagious illness

Please keep in mind that all 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 are able to 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.



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, pre-made bottles (breastmilk or formula), ointments, bibs (several), baby food (until they are able to eat the food listed on our menu), crib sheet, 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:

- *A ready-made bottle of formula should remain in your child's cubby in the event it may be needed*
- *Any ointments require a permission form*
- *No glass bottles*
- *Any unused formula or food must be taken home daily*

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 confliction 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, spill proof cup, 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, 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), 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!



Rate Sheet

2022

Infants \$351

Toddler \$327

Preschool \$308

Wrap Around Care \$125

A 10% sibling discount is offered to the oldest child for families with multiple children in the program at one time. An annual \$50 registration fee will be collected based on the day the child(ren) are enrolled.

Breakfast, lunch, and afternoon snack is included.

****Rates are subject to change at any time****



Closings

2022

Christmas Eve	Closed	Friday, 12/24/21
Christmas	In observance/closed	Monday, 12/27/21
New Year's Eve	Close at 12:00pm	Friday, 12/31/21
Martin Luther King Jr Day	Closed	Monday, 1/17/22
President's Day	Closed	Monday, 2/21/22
Memorial Day	Closed	Monday, 5/30/22
Independence Day	Closed	Monday, 7/4/22
Labor Day	Closed	Monday, 9/5/22
Columbus Day	Closed	Monday, 10/10/22
Thanksgiving*	Closed at 12:00	Wednesday, 11/23/22
	Closed	Thursday, 11/24/22
	Closed	Friday, 11/25/22
Christmas Eve	In observance/Closed	Friday, 12/23/2022
Christmas Day	In observance/Closed	Monday, 12/26/22
New Year's Eve	Close at 12:00	Friday, 12/30/2022
New Year's Day	In observance/Closed	Monday, 1/2/23

*-Thanksgiving Break

Training days to be determined with 30 days notice of closure



Closings

2023

New Year's Day	Closed/In observance	Monday, 1/2/23
Martin Luther King Jr Day	Closed	Monday, 1/16/23
President's Day	Closed	Monday, 2/20/23
St. Patrick's Day	Closed/Training	Friday, 3/17/23
Good Friday	Closed	Friday, 4/7/23
	Closed/Training	Friday, 5/26/23
Memorial Day	Closed	Monday, 5/29/23
Juneteenth	Closed	Monday, 6/19/23
Independence Day	Closed	Tuesday, 7/4/23
Labor Day	Closed	Monday, 9/4/23
Columbus Day	Closed	Monday, 10/9/23
Veteran's Day	Closed/Training	Friday, 11/10/23
Thanksgiving*	Closed at 12:00	Wednesday, 11/22/23
	Closed	Thursday, 11/23/23
	Closed	Friday, 11/24/23
Christmas Day	Closed	Monday, 12/25/23
	Closed	Tuesday, 12/26/23
New Year's Day	Closed	Monday, 1/1/24

*-Thanksgiving Break