Tender Tots Daycare Center

813 Beecher Street

Cincinnati, OH 45206

513-281-0049

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Welcome Parents/Families:

At Tender Tots Daycare we are committed to providing a clean, safe, and nurturing learning environment for your child. We understand that your child’s healthy development depends on the caring nature of the adults with whom they interact. Our professional staff provides opportunities for your child to follow their own interests and develop at their own pace. They will communicate and respond to your child’s needs to be held, rocked, and comforted. We welcome the opportunity to share in the excitement that the first years’ learning and experiences bring. We begin to serve children at 6 weeks of age through 5 years old.

We are partners with you in helping your child explore their world and surroundings and gain a sense of security. Our center’s environment is arranged to provide active exploration with accessible play materials, toys and activities that reflect your child’s culture, interest, skill and age level.

This handbook contains information regarding our services. It is very important that you read this handbook and keep it handy as long as your child is enrolled at the center. It will answer many of the questions you might have about the center.

If you should have any questions not covered in this handbook about our daycare services or operations at any time, please feel free to call or speak with the center administrator or your child’s teacher.

Thank you for choosing us to care for your child.

Sincerely,

Rasheed Shamma

Owner/Proprietor

[www.tendertotsdaycare.com](http://www.tendertotsdaycare.com)

***We are on Facebook – search for Tender Tots Daycare***

**Mission Statement**

Our mission is to respect each child’s individual needs and to interact with children in meaningful ways which contributes to their positive development.

**Philosophy and Goals**

Tender Tots Daycare Center is committed to offering high quality care for infants, toddlers and preschoolers (3-5 years old). The culture of each child and family is valued and respected. Children are exposed to a variety of learning experiences inclusive of culture, individual interest and skill level. Our goal is to provide a safe, stimulating and nurturing environment that allows your child to develop to their full potential.

**Hours and Days of Operation**

The center is in operation Monday through Friday from 7:30 AM – 4:30 PM.

The center will close to observe the following holidays:

New Year’s Day 1/1, Martin Luther King Jr Day 1/18, Memorial Day 5/31, Fourth of July 7/4, Professional Development Day 7/16, Labor Day 9/6, Thanksgiving Day 11/25, Black Friday 11/26, Christmas Eve 12/24 and Christmas Day 12/25.

Full tuition is due for the weeks in which these fall because the staff is given these as paid holidays.

**Admissions**

Before the first day of attendance at Tender Tots Daycare, all children must be registered. A $20 non-refundable registration fee must be paid upon enrollment. During registration you will receive enrollment papers that will include your emergency contact information as well as emergency transportation release forms. If a parent does not want us to transport in an emergency, there is a space on the form for the parent to give instructions to follow in an emergency. You must also provide us with any information regarding special medical issues, special needs and food allergies must be clearly noted.

A medical form signed by a physician or certified nurse practitioner must be submitted to the center within 30 days of enrollment. The medical must be updated every 13 months. If your child has received a medical examination within the past 12 months, it will be accepted. Parents have the right to refuse immunizations for their child. It is our policy to include a written notice from the parent that includes which immunizations their child will not have and why.

Any change to this information must be communicated to the office immediately so that current information is always on file.

**Daily Schedule**

We understand that children feel safe and secure when they know what to expect. The daily schedule in each class is flexible enough to provide adaptability when necessary while offering the structure and predictability your child needs. Please see the posted schedule in each classroom and speak to the teacher if you have any questions.

**Staff/Child Ratios and Maximum Group Sizes**

Tender Tots will not exceed the following state required ratios:

1:5 or 2:12 Infants (0-12 months)

1:6 or 2:12 Infants (12-18 months)

1:7 or 2:14 Toddlers (18-30 months)

1:8 or 2:16 Toddlers (30-36 months)

1:12 or 2:24 Preschool (3-4 years)

1:14 or 2:28 Preschool (4-5 years)

Maximum group sizes:

12 infants

14 toddlers (18-30 months)

16 toddlers (30-36 months)

24 preschool (3-4 years)

28 preschool (4-5 years)

When groups are combined ratios are defined by the youngest child in the group. Ratios for toddlers and preschoolers may be doubled for 1.5 hours at naptime as long as all children are resting quietly on their cots and enough staff members are in the building to meet ratios if there is an emergency.

**Tuition/Fees and Payment Policies**

Fees are paid for the full week on Monday of the week childcare is provided. You are required to pay whether your child attends or not. The weekly fee for each age group is provided upon enrollment. If you currently receive vouchers you are responsible for any co-pay fees designated by the state. This is due at the beginning of each voucher period.

**Registration Fees**: An initial, non-refundable registration fee of $20 is required for each child enrolled. A child is not considered enrolled until the fee is received.

**Illnesses**: In the event of an illness, full payment is expected. If your child has an extended illness (absent for more than 5 days) half payment is due for the week. A note from a doctor is required to receive the half price tuition.

**Vacations**: Each child is granted one-week vacation (5 days) per year, after 90 days of enrollment. The center must be notified two weeks in advance of upcoming vacation dates. If a child is on vacation for more than the 5 days, the normal rate will apply after the initial discount.

**Holidays**: Full tuition is due for each week including ones where we are closed for holidays. Staff receive these days as paid holidays.

**Delinquent Accounts/Returned Checks**: A fee of $10 per day will be charged to the account if payment is not received by Tuesday morning. A $30.00 fee will be charged for any returned checks due to insufficient funds. A parent will be required to pay in cash until account balances are settled.

**Late Pick Up Charges**: Pick up time is 5:30 PM. If for any reason you are going to be late picking up your child a phone call is required. If you arrive after 5:35 PM you will be charged $1.00 per minute per child. It is very important to make sure you are on time. Children can become very anxious and upset when a parent is late. If a child is not picked up within 1 hour of closing and no contact has been made with the family, we will contact 241-kids.

**Withdraws**: If you choose to withdraw your child from the center we ask for a one week notice to adjust staffing and catering concerns. If you choose to re-enroll at any time you must pay a new registration fee.

**Inclement Weather**: In severe weather the center reserves the right to close and/or delay for the safety of the children, families, and staff. We would open at 9:30 AM if we have a delay due to inclement weather. You will be contacted by phone in the early morning hours and it will be posted on our Facebook page (Tender Tots Daycare). Full tuition is expected for snow days as well).

**Drop Off/Pick Up Procedures**

Arrival and Departure:

* Children must be escorted to and from the center by person 16 years of age or older
* Your child must be supervised at all times. Children must be dropped off in the designated class to ensure proper supervision. Each classroom teacher is responsible for the proper supervision of each child once the child is dropped off in the classroom.
* Your child will not be released to anyone not listed on the enrollment forms.
* If you need to change an escort or wish to add someone please see the administrator. All changes must be done in person and in writing.
* It is very important that you contact the center when your child is not going to be in attendance. If your child is scheduled to come and does not, we will contact the family to see if the child is going to attend that day.
* Drop off time is 10 AM. Your child must arrive to the center before 10 to be admitted for the day. This helps with staffing issues.

**Release of a Child**

Your child’s safety is our first priority. Please remember that staff will only release your child to those listed on the enrollment form. All changes in pick up must be made prior to the occurrence by the parent. Staff will not release a child to anyone who appears to be under the influence of drugs or alcohol. Emergency contacts will be called to provide transportation for the child. IF A NEW PERSON IS PICKING UP YOUR CHILD THEY MUST HAVE A PICTURE ID WITH THEM TO CONFIRM THEIR IDENTITY.

**Custody Agreements**

We must have all copies of court documents regarding custody agreements in your child’s file. If a non-custodial parent tries to pick up a child we will contact the parent immediately and take further action if needed. Please keep the office updated with any changes to custody agreements.

**Transition Policy**

When a child is old enough to transition to the next classroom, your child’s teacher will set up a meeting with you to go over the transition plan. The teacher will discuss the changes that your child will face with this transition and you will have the opportunity to express your comments and/or concerns regarding the transition. You will be given the opportunity to meet the new teacher and tour the new classroom.

**Transitioning**

**Into the Program**

When a child and their parent first enter the center the director and the parent meets to talk about what the family hopes to gain from the experience with the center. Families can come and take a tour of the center where we will engage them in conversation to understand what it is they are looking for and how we can best meet their needs. Once the families have decided to commit to our center they are given an enrollment packet and parent handbook. The packet consists of state enrollment paperwork as well as a family information form that gives the teachers more information about the child’s family life, their likes and dislikes, their fears and what the family wants for their child. Each family will be given an orientation that walks them through the handbook so that they will be familiar with the guidelines of the center. The teacher will prepare a cubby and a mailbox for the incoming child, as well as start a portfolio to keep pertinent information regarding development to share with parents during conferences.

We allow the parents to come in and join the classroom for two days so that the child and family can become acclimated with the center as well as the teachers and his or her peers. We want this to be a positive experience for the child and the parents because the lessons and connections they learn will shape the rest of their time here at Tender Tots. Upon the first 60 days of enrollment and annually thereafter we conduct an Ages and Stages Developmental Screening Questionnaire to monitor the development of the child. We then discuss any concerns found with the Ages and Stages with the parent.

**Within the program**

We start the transition process by age as well as if the child shows signs of being developmentally ready for the next classroom. We sit with the parent and go over some transition activities that will help the child prepare to enter the next classroom and have the parent sign a transition form so that the parent will be comfortable with the process and have input into the whole transition. Once the child is ready to transition into the next room we then have them spend a week with their new teacher and classroom. We divide the days by spending a certain amount of time in the new classroom as well as spending time in their original class. We always begin at the beginning of the week for all transitions, as we have found it is easier to start at the beginning and build up to spending the whole day Friday in the new classroom. This transition process is on the child’s level. We match their comfort zones to ensure that they are completely comfortable with all the changes taking place.

**Out of the program**

The transition out of the program into Kindergarten is a special time for the child and the teacher. We have found that some children have a harder time adjusting to change so we try to make the move easier by talking to their parents and finding out whether the child would be attending an all-day or half day program. We then work to decrease nap for the children that are full day and children who will attend PM class. We share information regarding school with the parents (enrollment dates, testing, school supply lists, etc.). We sit down and talk to the child about the changes that will take place. We talk about all the new things they will get to use (pencil case, backpack, lunch box, folders, etc.). We create lesson plans that are geared for back to school and read books about starting school. We make sure parents are aware of open house night so that they can visit with their child and meet the new teacher.

For children who will not be coming back to the center due to age or other reasons we have a going away celebration. We invite parents to bring in special snacks and we play special games and talk about the move and/or transition that the child will be making. We make a picture book with pictures of their classmates. We have a conference with the parents and share information from their portfolios and any other information that is helpful to the children during their transition and offer the parents the chance to stop by anytime to keep us updated with their child’s progress.

**Records Transfer Policy**

When your child has to leave the center we will transfer any pertinent information to their new daycare center and/or school. This could include any portfolio samples, Ages and Stages Questionnaires, and assessments. The parent must fill out a Records Transfer Form in the office in order for us to transfer the records.

**Child Developmental Screenings/Assessments**

We use Ages and Stages as our screening instrument. This tool is used to pinpoint developmental progress in children. We perform this screening annually in March center-wide. New children are screened within 60 days of their enrollment date. Parents will be notified when the screening is to be done and offered a conference to discuss the results. We will offer parent-teacher conferences in April to go over the results of the annual screening. If a child scores below cutoff, we will make a unified decision to contact Help Me Grow for further observations and/or screenings. Formal and informal assessments are done for each child to help inform staff of developmental progress or issues. This information will be shared with parents during parent conferences. Child level data may be reported to ODJFS pursuant to 5101:2-17-02.

**Child Abuse Reporting**

All staff members of Tender Tots Daycare Center are required under Section 2151.421 of the Revised Code to report any suspicion of child abuse or neglect to Hamilton County Job and Family Services at 241-KIDS.

**Transportation of Children**

If a child requires emergency transportation due to illness or injury, procedures will be followed as designated by the parents on the emergency transportation form. At no time will a Tender Tots employee transport a child in their own vehicle.

**Field trips/Community Walks**

The center staff will take your child on community walks, with your written permission. Your child will wear a label with the center’s name, address and phone number. There will be at least one staff member trained in first aid, communicable disease and CPR on all walks. Attendance books, first aid kits, emergency contact information and a means of communication will be taken on all walks.

**Procedures for Accidents and Emergencies**

**Weather Emergency**

Center staff will follow posted procedures in regards to weather emergencies. Weather emergencies include: natural disasters such as fire, tornado and flood. Evacuation routes are posted in each classroom.

**Loss of power or water**

In case of loss of power or water, the director will contact the provider to get an estimated time of outage. If the outage will continue for a long period, or in case of extreme temperatures the center will be delayed and/or closed for the day. Parents will be contacted by the director.

**Lockdown**

In case of a threat to the safety of children due to environmental situations or threats of violence, children will be moved to a safe location and no one will be permitted to enter or leave the building. Staff will ensure all windows and doors are locked and move their children to a designated area until the director has the all clear to move back into classrooms. In the case of a lockdown procedure, parents will be contacted by the director at the start of lockdown as well as when the children are released back into classrooms.

**Serious Injury, Incident, or Illness**

Emergencies and accidents will be handled as requested by the parent on the emergency transportation forms. Minor incidents are treated by staff members trained in first aid. If a child is injured at the center and requires emergency transportation, 911 will be called. Parents will be notified and a staff member will accompany your child, along with all health information, to the designated location.

**Incident/Injury Report**

The center will complete an incident/injury report for any unusual or unexpected event which jeopardizes the safety of children or staff. Incidents that require reports include but are not limited to: illness, accident or injury that requires first aid, a bump or blow to the head, falls, etc. In the event that a form needs to be completed a cop will be provided to the parent on the day of the occurrence. Parents will need to sign the original to keep on file at the center and the other will be sent home with them.

**Management of Illness**

We realize that children become ill from time to time. If this is your child’s first group care experience, it is possible that they may experience more frequent illnesses as their immune systems become more active. All children are observed as they enter the classroom to assess their general health. Staff members are trained in communicable disease and are familiar with common symptoms. There is a communicable disease chart issued by the Ohio Department of Health posted in the center’s office.

Any child who develops the following symptoms while in our care will be isolated immediately on a cot in a portion of the room where they can still be seen and heard by a staff member. Parents will then be notified to pick up their child as soon as possible. These are more severe illnesses and must have a doctor’s note to return to the center.

* Severe coughing, causing the child to become red or blue in the face
* Difficult or rapid breathing
* Yellowish skin or eyes
* Redness of the eye, or thick purulent (pus) discharge, burning, itching or eye pain
* Unusually dark urine and/or white or gray stool
* Stiff neck with elevated temperature
* Vomiting 1 time

A child showing other symptoms will be isolated and discharged and may return to the center when they are symptom free for 24 hours.

* Temperature of at least 100 degrees F when in combination with any other sign or symptom of illness
* Diarrhea (3 or more in a 24-hour period)
* Evidence of head lice, scabies or other parasitic infestation
* Untreated skin patches, spots or rashes
* Sore throat or difficulty swallowing

Please do your best to keep sick children at home. Have a backup plan in place when you enroll your child for these occurrences. If your child does not feel well enough to participate in the daily routine, it is probably not good for them to be at the center. Parents will be notified by of any exposure to communicable diseases by a sign posted by the door of the child’s classroom.

**Medications**

The center will administer medications to your child only after a Request for Medication Form has been completed. All medications, ointments, lotions, etc. require a form to be competed. Medications must be given directly to the child’s teacher or center administrator. Medications should not be left in child’s bags or cubby.

**Prescription Medications**

Medicines that are by prescription must be brought in the original container with attached label and instructions.

**Over the Counter Medications**

These must be suitable for the child’s age. If the dosage for the child’s age is not on the medication or is different than what is listed, a doctor must fill out the form giving the specific amount.

**Food Supplements/Modified diets**

If your child requires a food supplement or a modified diet, you must secure written information from a physician.

**Breastfeeding/Pumping**

A private space will be provided for a parent that needs to breastfeed or pump. All breast milk must be labeled with the child’s name and the date it was expressed.

**Health Screenings Policy**

All children are required to have a medical exam within 30 days of enrollment and annually thereafter. Parents are required to turn in a copy of each child’s vaccination records with the medical statement. A list of preventative health care is attached to the handbook for your records.

**Meals and Snacks**

The center provides breakfast at 8:30 AM, lunch starting at 11:30 AM and an afternoon snack at 2:30 PM. Our meals are prepared on site and meet all necessary licensing requirements. Menus are posted in each classroom and in the hallway. If meals are brought in due to allergies or modified diets they must still meet all nutritional guidelines. If nutritional guidelines are not met, we will supplement with our lunch items that day. Please speak with the center administrator if this applies to you.

**Guidance and Management Policy**

Children are curious about the world around them. Each child has their own characteristics, personalities and needs. Our primary role is to ensure a safe, healthy and nurturing environment that encourages growth in self-control and respect for the rights of others. Our guidance policy applies to all staff and parents while they are in attendance at the center. All employees must follow laws concerning discipline as stated in rule 5102.2-12-22. The following are a list of procedures that will be used in maintaining a safe environment:

* Verbalization of children’s feelings, redirection, and problem solving techniques are methods used by the staff to guide children’s behavior
* Staff will communicate in an appropriate tone never yelling, shouting or verbally abusing a child; profane and harsh language are not tolerated.
* If a situation arises that a child is consistently endangering himself or others we may isolate the child until they are able to gain control of themselves
* Parents will be involved in all behavior concerns so that we can work together to guide the child in an appropriate way
* Staff will not impose punishment for failure to eat, sleep or for toileting accidents

Unfortunately, there are times when usual guidance techniques are not effective. In these cases, every effort will be made to work with the child and parents to resolve the behaviors and continue providing care for the child However, if the situation becomes uncontrollable or the child continues to impose a risk to himself or others; we reserve the right to suspend or dis-enroll the child. Center staff is committed to working together with parents to meet a child’s challenging behavior.

**Daily Routines**

Our infants are on their own schedules. They eat and nap when needed. Diaper changes are done every two hours, unless needed before then. A parent has the right to change the frequency that diapers are changed.

All toddlers and preschool nap daily. Naptime is from 12:30-2:30 daily. If a child does not sleep, they will be given a book or quiet toy.

The childrens’ basic schedule looks like this:

Greeting Time

Large Group

Work Time

Art Time

Clean Up Time

Recall Time

Outside Time

Lunch Time

Nap Time

Snack Time

Small Group Time

Free Play Time

**Outdoor Play Policy**

Tender Tots Daycare will provide outdoor play each day in suitable weather for all children. Research has shown that children stay healthier when they have daily outdoor play. Based on these findings outdoor play is included in our daily schedules. The amount of time will be limited in extreme weather conditions. Children will not be taken outside when the temperature drops below 25 degrees or rises above 100 degrees (wind chill and heat indexes will be taken into consideration). If the children are unable to get outside due to weather conditions, time will be provided for large muscle play indoors.

**Parent Participation**

We recognize that parents are the primary educators of children. Tender Tots maintains an   
“open door” policy that allows parents access to the classrooms at any time. You may wish to stop in randomly for a visit or set up volunteer time to help out in the classroom. Staff , however, due to the children needing their focus, we ask that you make an appointment with staff when you need to engage in a lengthy conversation concerning your child. Conferences are available upon request. Please note that the center maintains confidentiality and will not discuss another child/family with you.

If a parent has questions or concerns at any time we recommend the following order be used to answer or resolve any situations:

1. Child’s teacher 2. Administrator

Employees are encouraged to resolve conflicts together or bring it to the director’s attention.

Please feel free to bring concerns when they occur. Often they can be addressed when they are little problems, before they grow into bigger problems. You trust us with your children and we want our relationship to be a good one.

**Additional Information**

The following items are prohibited: candy, toys from home, money, balloons, and jewelry. Food is only permitted if it is for a dietary restriction.

Please send in a complete change of seasonal clothing labeled with your child’s name. This is for accidents or spills. Children may bring a blanket and pillow if they wish to use them during naptime.

The center Is not responsible for lost, damaged or missing articles of clothing, shoes, backpacks, etc. Please label all personal belongings.

The following are prohibited while you are on school grounds: smoking, firearms, profanity/violence.