

Tee Tee's Place Child Care Center

Parent Handbook



“Partners in the Promotion of Academic Excellence”

Program Descriptions:

Before and After School Care Program

www.teetesplacecenters.com

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WELCOME TO Tee Tee's Place Child Care Center

Thank you for choosing Tee Tee's Place to provide care for your child. We understand how challenging it may be to make the decision to have your child cared for by someone other than yourself. We also recognize the importance of quality care and academic success for your child. That is why we will deliberately involve you in all aspects of the care of your child.

We strive to work together as a team with you as parent and NHA Staff to provide a seamless transition from home to school and home again. At Tee Tee's Place, your child will be cared for in a safe, nurturing and supportive environment.

Please read this handbook in its entirety to ensure a full understanding of all policies and procedures. This handbook is meant as a reference guide and will not cover all situations that may arise. Please contact the center director for clarifications or any items not covered in this handbook.

Tee Tee's Place staff will do our very best to inform you of any changes in policies or procedures in advance. We do reserve the right to amend any policies or procedures in this handbook with 30 days notice to parents.

NONDISCRIMINATION POLICY

Tee Tee's Place will assure all practices related to programs will not discriminate against any child, parent or family on basis of race, color, religion, national origin, sex or disability.

MISSION STATEMENT

To partner with parents and educators to provide an environment which promotes and supports academic excellence for all children.

PHILOSOPHY

Tee Tee's Place believes all children have the ability to succeed. It is our goal to provide opportunities to allow children to experience success. Tee Tee's Place will provide a program that:

- Assures the health and safety of all children and families
- Respects the individual differences of each child
- Fosters learning and success
- Encourages autonomy and self-control

CONFIDENTIALITY

All information provided to Tee Tee's Place is confidential and will be used for internal purposes only. Information will not be shared or released to any person or agency without the written permission of parents, unless mandated by statute, court order or state licensing agency.

DAILY OPERATION

Tee Tee's Place will open Monday-Friday
Before School Care: 6:30 am- 8: 15 am
After School Care: 3:15 pm-6:00 pm

Before and After School Care will be closed all major holidays and will follow the school calendar. Care may be provided on all days school is closed for teacher in-services and records day . Children must be pre-enrolled and pre-pay to participate.

Whenever there is an official public notice over radio or television stations advising that school is closed due to weather emergencies, Tee Tee's Place will be closed.

ADMISSION

The following list of forms must be completed prior to your child enrolling in the program. The information contained within those forms should be kept current by parents. **All materials are due on site, or the Tee Tee's Place Administrative office before your child's first day.**

- Child Information Form
- Tee Tee's Place child care contract
- Child Placement contract
- Parent's written permission for Provider to seek emergency medical care
- Immunization records
- Completed Health Appraisal signed by physician
Or signed statement that the child is in good health and that parents assumes responsibility for the child's state of health while at the Center, if the parents object to physical exam or medical treatment based on religious grounds.

All registration forms and payments must be mailed in to the administrative office postmarked no later than the 20th of the preceding month. All checks must have the child's name and school written on the memo line as we have over 10 different centers with similar names and schedules. The only payments acceptable on site are drop-in fees and late pick-up fees. If you would like a receipt of your transaction please mail in your request with your payment.

You will complete one schedule of attendance per school year. A \$15 per child fee will be charged each time a change is made on a child's schedule.

Fees are based on the schedule you have registered for, no credits or deductions will be made for sick, vacations, field trips, snow days or other emergencies resulting in the closing of school.

FLEX SCHEDULING

Tee Tee's Place is happy to accommodate families that do not have consistent schedules. An additional monthly \$15.00 fee for the first child and \$10.00 for each additional child will be charged. You will need to calculate your bill and submit with your monthly schedule. All payments are due by 20th of the preceding month.

WITHDRAWAL

With Notice

Tee Tee's Place requires a two week written notice if you intend to withdraw your child from the program. If you do not give two week notice you will be charged until the written notice is received .

Without Notice

- If the Provider and parents determine the setting to be inappropriate for a child or the health and safety of other children and staff are jeopardized by a child or family of the child; Tee Tee's Place reserves the right to remove the child from the program.
- If all policies and procedures are not adhered to Provider reserves the right to remove child from program.
- If childcare fees are not paid within designated timeframes, Provider reserves the right to remove child from program.

PARENT AND CHILD CODE OF CONDUCT

Parents are the primary role models for their children. As parents we must be aware of how our behavior will be viewed by not only your child, but also other children. While on program property, parents and children must conduct themselves in a manner that conveys respect for themselves and others. As well as in a manner that does not place children or staff at risk of harm or recipients of threats of harm, rather it is perceived or real, intentional or unintentional.

The following will result in immediate removal from the program and possible legal actions:

- Any act of violence
- Any harassment or threats against staff, children or other parties on program property
- Verbal or physical abuse of any child (including your own)
- Profanity
- Any lewd acts or comments directed to or in front of staff or children

SMOKE-FREE ZONE

Tee Tee's Place is a smoke free environment to ensure the health and safety for children and staff. Staff and families are not permitted to smoke any products on the premises.

PARENT/CHILD ROSTER

The Administrator shall prepare a roster of names and telephone numbers of the parents/guardians of children in each program. The roster shall be updated annually, and will be available at the request of parents/guardians. Each parent will be asked to fill out a Roster Sheet upon enrollment of their child indicating their permission to be included in the roster. Any parent/guardian wishing not to be included on the roster shall not be listed. Only parents/guardians of students enrolled in Tee Tee's Place shall be provided with the roster.

CHILD RELEASE/ATTENDANCE POLICY

Students entering any of the Center's programs shall be signed in on the official log by a staff member of Tee Tee's Place. Once entering a program of Tee Tee's Place, the student shall be under the supervision of designated staff at all times. Students will only be released to the Parent/Guardian or authorized Designee at time of departure, and shall be signed out by the Parent/Guardian or designee as defined in the Child Release Policy of the Parent Handbook. The Center will maintain these records on file for a period of not less than one (1) year.

In order to ensure the safety of your child he/she will only be released to those listed on the emergency card. If the individual is unknown to the Provider they will be required to show positive identification before the child will be released. To assure this does not delay the release of the child, please ask any individual picking up your child to bring inside the center current photo identification, preferably a valid driver's license.

- Children will not be released to anyone under the age of 18 or that is visibly under the influence of drugs or alcohol.
- Oral changes of routine pick up person will be accepted, only if the person is listed on emergency card. Oral requests to release a child to persons not listed will not be honored.

SICK CHILD POLICY

We understand that all children experience illnesses from time to time, for the protection of the other children and staff we ask that you keep your child home to help speed up the recovery process. If your child becomes sick at school we will call you to pick him/her up. If you cannot be reached we will contact the alternate persons listed on your emergency card.

When to keep your child home:

- Fever of 100 degrees or higher
- Difficulty breathing and/or severe coughing
- Abnormal (for your child) number of loose stools in previous 24 hours
- Vomiting within the previous 24 hours
- Mucus draining from eyes or nose
- Any highly contagious condition, such as head lice, chicken pox and etc.

When to return to the Center:

- After 24 hours of being fever-free

- 24 hour after treatment with antibiotics
- When all appropriate treatment has been followed
- With physician's approval of serious illnesses

HEALTH POLICY

Staff members of Tee Tee's Place shall undergo annual training on identification and management of communicable diseases as defined by Public Health authorities. This training will include instruction on proper hand-washing technique. Staff shall monitor and observe all students while in care for signs/symptoms of communicable disease. Signs and symptoms indicating communicable disease shall be defined as follows:

- Fever of 100 degrees or higher, particularly when in combination of other signs/symptoms
- Diarrhea (three or more abnormally loose stools in a 24 hour period)
- Difficulty breathing and/or severe coughing sufficient to cause child to become red or blue in the face
- Redness of the eyes, obvious discharge from the eyes, burning or itching
- Untreated infected skin patches, unusual spots or rashes on the skin
- Vomiting one time or with any other sign/symptom in a 24 hour period
- Mucus draining from eyes or nose
- Any highly contagious condition, such as head lice, chicken pox and etc.
- Yellowish skin or eyes
- Unusually dark urine and/or grey or white stools
- Stiff neck with an elevated temperature
- Sore throat and/or difficulty swallowing

Students exhibiting any of these signs/symptoms during regular school hours shall be escorted by a staff member to the school nurse. The child's parent/guardian shall be immediately contacted by the Center's staff and informed of the child's condition. This contact shall be documented on the daily log. Students exhibiting signs or symptoms of illness during Before or After School care shall be provided with a cot and made comfortable in a separate, quiet room. Students shall be within sight and hearing of an employee at all times and monitored for change or worsening of symptoms. After use by a student, the cot shall be sanitized with an appropriate germicide. If soiled by any bodily fluid, the cot shall be cleansed with soap and water and sanitized with a germicide. Staff shall maintain Universal Precautions as outlined in training at all times when approaching a student when the possibility of contact with blood or bodily fluids are possible. Staff shall wear latex gloves which are provided at each site at all times when in contact with the student. Gloves shall be disposed of properly and appropriate hand washing techniques utilized by staff, and proper hand-washing of the child shall be supervised by staff.

Should any student at Tee Tee's Place be exposed to a communicable illness, Center staff shall notify that student's parent or designee by telephone within the next day of Center operation.

All students shall have current immunization records on file with the school.

HEALTH CARE PLAN

1. All staff and children shall wash hands after using the restroom, sneezing, coughing or touching of any foreign objects. Handwashing shall include the use of soap and running water, rubbing hands together, rinsing with water and drying hands with a paper towel.
2. Handling of bodily fluids shall include the use of latex gloves, paper towels to be disposed of in a plastic bag and taken directly to the outside trash container. Any exposed areas will be sanitized with a bleach – water solution and left to air dry.
3. Cleaning and sanitizing of surfaces will occur daily. Equipment and toys shall be sanitized and air dried on a weekly basis. (Toys will be rotated weekly while others are being sanitized.)
4. To control infection staff will assure that universal precautions are used. Parents will be asked to have children remain home for a minimum of 24 hours if symptoms of infections are observed.

For further information to assist in health care planning the Department of Public Health has been and will be consulted with for resources.

EMERGENCY PROCEDURES

In the event of an emergency, it is the responsibility of the staff of Tee Tee's Place to ensure the health and safety of all students. In any emergency situation, staff shall immediately ensure immediate safety, then follow prescribed procedures. Parents and Center administrators shall be immediately notified in the event of any emergency situation. In the event of an emergency, use the following guidelines to assist in assuring the health and safety of all children.

SEVERE INJURY

- 1 Check, call and care
- 2 Contact parent of guardian using all contact information available
- 3 Contact child's physician
- 4 Call 911, if necessary
- 5 Transport child to nearest hospital if safe to do so, designate staff to call ahead
- 6 Report injury in log

MINOR INJURY

- 1 Seek assist from other staff
- 2 Use First Aid Kit, clean wound, bandage would and consol child
- 3 Contact parent or guardian
- 4 Report injury in log

FIRE

- 1 Evacuate children immediately to designated area furthest from the building
- 2 Designated staff will check each area
- 3 Call 911
- 4 Contact all parents or guardians

HOSTILE SITUATION

Hostile situations include the presence of an intruder.

- 1 Remove children from immediate area
- 2 Call 911

BOMB THREAT

- 1 Remove children from immediate area
- 2 Call 911

TORNADO

- 1 Escort children to inner most area of building
- 2 Remain seated facing wall until emergency has past

LOSS OF HEAT AND/OR POWER/LOSS OF WATER

- 1 Escort children into the gym with all belonging
- 2 Staff will contact local electric company to report loss
- 3 If power and/or heat remains out for more than 15 minutes parents will be notified to pick up children from center
- 4 In the case of loss water, Tee Tee's Place will keep bottled water available to provide for children's needs until parents can pick children up

NOTIFICATION OF OUTBREAK

Tee Tee's Place will make every effort to prevent spread of any illnesses, however we cannot guarantee full prevention of outbreaks. We will notify parents immediately of any and all illnesses your child may have been exposed to.

MEDICAL CONDITIONS/MEDICATION ADMINISTRATION

Students enrolling in Tee Tee's Place who have identified medical conditions, food allergies or other physical conditions shall be identified upon initial enrollment. Center staff shall assist each child's parent/legal guardian in completing the *Medical/Physical Care Plan*. Alternatively, the Care Plan can be completed by a certified medical professional such as the child's physician. A staff member who has been trained on the child's condition shall be present at all times when the child is present at the Center. Prescription medications and over-the-counter medications shall be administered by Center staff according to the Care Plan and in accordance with the Medication Dispensing Policy outlined in the Parent Handbook. Any medication dispensed by a Center employee shall be recorded on the *Request for Administration of Medication Form* which shall be completed by the child's parent/guardian. The Care Plan and Medication Record shall be immediately available to staff at all times the child is in care at the Center, including outdoor play times.

Medication required by a child on an emergency or as-needed basis such as inhalers, shall be administered by the Center staff only when a Care Plan and Administration Record are on file with the Center and signed by the Parent/Guardian. Such medications shall be given directly to the Center staff by the parent/guardian, and shall be stored appropriately out of the reach of

children. Should the child be engaged in outdoor play, the medication shall accompany the child outside in the possession of a Center staff member. Center staff must maintain possession and supervision of the medication at all times when outside. Only school-age children able to self-administer inhalers as indicated on the Medication Record shall be allowed use of emergency inhalers.

EMERGENCY CARE

In the event of a serious emergency, Tee Tee's Place will call 911 for assistance. Parents will be contacted immediately, to be informed and directed to the treating facility designated on the Emergency Card. Parents will be responsible for any cost or charges associated with the 911 emergencies.

CPR/FIRST AID POLICY

Tee Tee's Place will have on duty at all times at least 1 person who has been certified within the preceding 12 months in first aid and within the preceding 12 months in CPR.

SUPERVISION POLICY

Arrival/Departure

Students will be signed in by staff upon arrival from class. Parent/designee will sign student out upon departure from the program.

Parents shall provide written authorization for students to leave the center to participate in other activities in the school building.

If a student does not arrive to the program after class, staff will contact school office to assure student was in school for the day if not center will contact parent and appropriate authorities to locate student.

Custody Agreements

Parents are responsible for providing Tee Tee's Place with any custodial agreements issued by the court. Tee Tee's Place will honor the agreement as written by the court.

Students will be supervised at all times by staff during hours center is in operation. Students may use the restrooms alone while staff has view of the outer doors of the restrooms.

GUIDANCE AND MANAGEMENT POLICY

Tee Tee's Place provides guidance and behavior management to students in our care outlined in the "Discipline" and "Guidelines for Working with Children" sections of the Employee and Parent Handbooks. These policies apply to all employees of Tee Tee's Place including those not directly responsible for the supervision of children. It is the responsibility of all employees of Tee Tee's Place to ensure the safety and well-being of students in our care at all times. Tee Tee's Place will provide each child with positive reinforcement to encourage acceptable

Behavior.

To encourage success behavior the staff will:

- Use praise and encouragement
- Use choices and consequences
- Model appropriate behavior
- Be consistent
- Arrange environment to enhance learning

When unacceptable behavior occurs the staff will:

- Redirect or distract child
- Time out of activity until behaviors have discontinued
- Use of Stop Light behavior system
 1. Green- Positive behavior
 2. Yellow- Warning
 3. Red- Time out, remove from class or call to parent based on severity of behavior.

The program will comply with all federal, state and local laws, which prohibit corporal or abusive punishments. Staff is prohibited from using inappropriate or shaming methods.

CHILDREN'S BELONGINGS

Each child needs a warm coat, hat, mittens, boots and snow pants for outside winter play. We plan to have outside playtime each day, weather permitting. A change of clothing should also be provided for your child. We ask that all items be labeled with your child's name.

Toys or other special items should remain at home, unless specifically approved by program staff. We cannot assume responsibility for items brought from home and/or not labeled.

LUNCHES AND SNACKS

Parents will provide all lunches and/or snacks for their children. Meals shall include items from all four food groups. (A list of appropriate items are attached). All food requiring refrigeration shall be stored with a cold pack. Children shall consume only the meal or snack provided by their parent or caregiver; sharing of meals or snacks among children shall not be permitted. Due to possible allergies, Tee Tee's Place asks that all food sent with children be peanut free. In the event that a child in an Ohio program has a meal that does not meet the nutritional guidelines, Tee Tee's Place will supply the missing item. Tee Tee's Place shall maintain on hand fruit juices, canned fruit, milk and cereal. All food will be stored to assure freshness.

MODIFIED DIETS

Students requiring special diets for medical reasons shall have a completed Care Plan on file, and the dietary needs will be accommodated by the Center at designated snack times. If the child requires additional snacks at alternative times, the Center will accommodate the child as indicated in the Care Plan. Students requiring special diets for reasons other than medical shall be accommodated in cooperation with the student's parent/guardian. Should the parent/guardian

request special snacks for the child, the parent/guardian can send the snacks with the child to the program. Center staff will ensure the child receives the food at designated snack times. The Center shall not dispense any food additives such as vitamins during program time. Meals will not be provided during Before and After School Programs.

FINANCIAL POLICIES

Tuition fees: (See Appendix A)

Due Dates

Regular tuition is due one month in advance of services provided. Tuition will be due on the 20th of every month for the month preceding (ie payment for November is due by October 20th). All payments are to be made by check or money order.

All registration forms and payments must be mailed in to the administrative office postmarked no later than the 20th of the preceding month. All checks must have the child's name and school written on the memo line as we have over 10 different centers with similar names and schedules. The only payments acceptable on site are drop-in fees and late pick-up fees. If you would like a receipt of your transaction please mail in your request with your payment.

Late Payments

Late payments will be assessed a \$25 late fee if not received by the 20th each month.

Returned checks

If a check is returned, the Provider will assess a \$35 fee for the first time. The second returned check will result in a \$35 fee and the Provider will require payments be made in the form of a money order for a period of 6 months.

Collection Process

Any payments not received by month end will result in the immediate termination of child care services. Tee Tee's Place will pursue all past due payments and legal fees associated with the collections process.

Absences

Tuitions fees are set rates and will not be refunded, credited or adjusted for missed sessions due to vacations, illnesses or personal reasons. **No exceptions will be made.**

Late Pickup Fee

There is a fee of \$1.00 for each minute after 6:05 pm that the parent is late picking up their child. This fee is due upon pickup, and is payable to the staff present. If this occurs a second time, a warning will be given. If a third occurrence happens, the child will be withdrawn from the program.

After school hours please call school office first, then (734) 971-2866.

HALF DAYS, AND FULL DAYS POLICY

Tee Tee's Place may offer a full day of child care on half days NHA is not in session and on Full day of school not in session due to teacher in-services and records day. Staff ratios will be maintained. This care will be provided for an additional fee. See Tuition Schedule (Appendix A).

- First Priority will be given to children already enrolled in our weekly program and are pre-registered for these days.
- Second priority will be given to children who are pre-registered for these days only.
- Emergency Drop-off will be given on a first come basis for any available space.

If you are pre-registered for these days, Tee Tee's Place needs to be notified of cancellation two weeks ahead for half day and no school teacher in-service days.

All payments will be added to the bill prior to the scheduled day off, please see your child's school calendar for dates.

We will provide structured activities on these days. Parents are responsible for providing lunch and snacks on these days.

AFTER SCHOOL CARE HOMEWORK POLICY

Tee Tee's Place will provide a structured environment for the children in the after school program. Time will be provided for homework completion. In the event that a child has difficulty with his/her homework, the parent is responsible for assisting their child at home. Parents are also responsible for checking accuracy of homework. Tee Tee's Place is not responsible for incomplete or incorrect homework. For a complete activity schedule for the program, see Appendix B.

USE OF PLAYGROUND EQUIPMENT

Tee Tee's Place operates in licensed charter schools that are endorsed by the Department of Education. During hours of operation, children attending Tee Tee's Place shall have access to the playground equipment on the school grounds at prescribed times and under staff supervision. While on the playground, students shall be supervised at all times by Tee Tee's Place staff within staff to student ratios. Students shall only use playground equipment maintained by the school in accordance with Department of Education standards. Tee Tee's Place shall have on file written consent from the parent or legal guardian of each child for the child to use the playground equipment located on the school premises.

OUTDOOR PLAY POLICY-INCLEMENT WEATHER OR OTHER CONCERNS

The gym will be used for indoor large muscle play in the event of severe weather or if the safety of the students is at risk. Staff shall provide students with necessary equipment to engage in appropriate exercise/play in the gym during such time.

INCIDENT REPORTING PROCEDURE

In the event that a student in the care of the Center experiences any of the following circumstances, a staff member of the Center shall complete an Incident Report:

1. Illness, accident or injury requiring first aid treatment
2. Bump or blow to the head
3. Administration of syrup of ipecac (at the direction of Poison Control)
4. Emergency transportation
5. Any unusual or unexpected event which poses a risk to the safety of students or staff

The staff member involved in the incident shall complete the Incident Report on the day of the occurrence and shall immediately notify the Administrator of the incident. The Center shall provide a copy of the report to the parent/guardian upon pick-up of the child that day. If the situation requires emergency transportation, the report shall be provided to the parent/guardian within 24 hours of the event. The Administrator shall review the report and the incident within 24 hours of occurrence. The Center shall maintain records of all Incident Reports for a period of not less than one year.

PARENT COMMUNICATION/PARTICIPATION PLAN

Tee Tee's Place strives to partner with parents and educators to provide an environment which promotes and supports the academic excellence of all children. In order to achieve this, Tee Tee's Place will continue to promote quality communication and partnership with parents and educators throughout the year.

Newsletter

Tee Tee's Place shall publish a quarterly newsletter and distribute it to parents/guardians of students, educators, and staff members of the Center. The newsletter shall include a schedule of upcoming events, reports on activities from the previous quarter, and changes in programming at Tee Tee's Place. The newsletter shall also include opportunities for parents to become involved in the Center's activities, such as Career Days, opportunities for volunteerism, crafts and Theme Days.

Concerns with Center (Parent/students)

Tee Tee's Place values our students and parents/guardians and strives to resolve any conflict or concerns. Parents or students with concerns with the Center should first speak with the staff on duty. If the staff on duty is unable to resolve the issues, staff on duty shall contact the Administrator to inform them of the issue. If the Administrator is unable to resolve issue, it will be brought to executive team for consultations. Business cards with contact information of each executive team member shall be made available to parents/guardians on site.

Employees with concerns with center shall first consult with lead staff on duty, if concern is not resolved staff shall contact the Administrator. If concern involves staff on duty or Administrator staff shall contact any member of the executive team for assist.

Parent/Guardian consultation with staff

Tee Tee's Place encourages communication between parents and staff members. Parents may meet with center staff M-F from 2 pm-3 pm without appointment to discuss their child's progress or to exchange information about the program. Parents unable to utilize this time period may make appointments with center staff or the Administrator as needed.

STAFF/STUDENT RATIO AND GROUPING

Staff to student ratio is not less than 1 to 18. School age groups will be divided into groups based on their grade level. Group divisions will generally be: Kindergarten through 2nd graders, 3rd through 5th grade, and 6th through 8th grade. Some individual changes may be made based on individual student needs and ability. Each group will not exceed 18 students.

ABUSE AND NEGLECT SCREENING POLICY

All staff employed by Tee Tee's Place shall be of responsible character. All staff members shall provide written documentation that they have not been convicted of child abuse or neglect, or a felony involving harm or assault to another person. Upon hire and prior to assuming his or her duties, an employee shall complete the Staff Screening

Appendix A
Tee Tee's Place Child Care Center

Tuition Fees 2008-2009

Registration fee: \$30.00 per child (non-refundable)

Before School Care: \$7.00 per day, per child

After School Care: \$9.00 per day, per child

M-F Before and After School Care: \$75.00 per week (\$5 discount)

Late fees: \$1.00 per minute (due upon pickup to staff present)

*All payments are due by the 20th of each month; payments must be received in our administrative office and/or postmarked by the 20th to avoid the \$25 late fee.

Student name and school should be included on all payments.

If you would like a receipt for your transaction please make your request when submitting your payments.

Appendix B
Tee Tee's Place Child Care Center

DAILY SCHEDULE

Before School Care 6:15am-8:00am

6:30	Arrival
6:45- 7:45	Choices-quiet reading, completing homework, games
7:45- 8:00	Prepare for class, clean up
8:00	Dismiss to classes

After School Care (3:15pm-6:00pm)

3:15-3:30	Arrival from class
3:30-3:45	Snacks, group discussion of the day
3:45-4:00	Clean up, gather into homework groups
4:00-4:30	Homework (K-3)
4:00-4:45	Homework (3-6)
4:45-5:00	Clean up, transition to daily activities
5:00-5:45	Activity of the day- outside or group games
5:45-6:00	Clean up, preparing for home