



## Parent Handbook

### Our Mission

Our mission at Truks-N-Trykes Nursery Care is to provide superior childcare by implementing healthy habits, engaging activities, and a loving environment to create the foundation for successful children



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### Our Objective

Learning through play and exploration is encouraged within the TNTNC approach to early childhood development. Children are active learners, and are given unlimited opportunities to explore and problem solve in their daily work and play. Curriculum topics and projects emerge from interest of the children. Teachers carefully listen, observe, and document children's work and growth.

### Hours of Operation:

6:30 a.m.- 6:00 p.m. Monday – Friday

Closed 7 holidays and the day after Thanksgiving.

### Drop Off Times

If your child is not in the building by 9:30 AM and there has not been any communication to our staff by 9:30AM we will assume that they are not going to be attending for the day and their spot will be forfeited when we adjust staffing at 10:00AM.

We understand that there are certain reason that a child will not be dropped off at a normal time (Ex. A doctors apt) but all of these late drop offs need to be communicated and approved by the director or assistant Director. If you have communicated a late drop off time with us please have your child at the center within 30 Minutes of that time to avoid their spot for the day being forfeited.

### Late Departures

Our closing time is 6:00 p.m. All children must be picked up by this time. If you are late, a charge of \$1.00 per minute per child will be assessed after 6:00 p.m. for the first five minutes of being late and \$5.00 per minute thereafter. The fee will be assessed up to the minute that the parent and child are in the building.

Children can not return to the center until this fee is paid.

*This is not an optional service.*



### Ages

We welcome children ages 6 weeks through 23 months.

### Forms

All required forms must be completed, signed and returned to TNTNC before any child can be enrolled. Immunizations must be current and documentation must be given to the director. TNTNC will keep copies of the immunizations and will refuse service to children whose immunizations are not current.

### Enrollment Fee

To secure your spot you will be required to pay a non-refundable \$50 registration fee. That registration fee holds your spot for up to 30 days past your original enrollment date on the top right corner of the enrollment packet.

### To the Child

The goal of Truks-n-Trykes Nursery Care is to provide children with an environment that is both loving and positive. TNTNC will create an enriching curriculum that emphasizes the emotional, physical, social, and intellectual needs of each child.

### To the Parent

Truks-n-Trykes Nursery Care wants parents and guardians to be aware of and discuss their children's needs and concerns, because it is extremely important to us that parents know what their children are doing throughout the day and to know why.

### Confidentiality

Any information pertaining to your child and all our records will be kept confidential.

### Communication

It is very important to keep the lines of communication open between the staff and parents of the children attending Truks-n-Trykes Nursery Care. Parents will have access to an app called Brightwheel which will allow them to monitor their children's activities including: Bottles, Diaper Changes, Naps, and Miscellaneous activities. Parents will have the ability to message teachers directly through the



app. Parents can also contact the staff using the daycare phone, email, and Facebook Page.

### Licensing Rule

We will report to the Department of Social Services through the State of SD any changes of circumstances which may affect ability to comply with licensing rules.



## Child Development Specialist:

### Program Requirements

*Child care workers must be 18 years of age and supervised by director/program planner. Secondary child care workers must be at least 14 years of age and must work under direct and constant supervision of an adult. The person who plans and implements the program must have an appropriate degree and experience. Volunteers used to fill staff member positions will meet the requirements of the position.*

### Training

Training of staff is ongoing and designed with the care of children as the primary focus. Full time staff are required to participate in an initial orientation program, CPR training, and 20 continuing child care education hours each year. Part time employees are required to do the same orientation and 10 continuing education hours.

### Staff Development

Staff members are provided, at no charge, ongoing education that is approved and documented through state and local agencies to ensure cutting edge skills and development of passion for success that is carried forward to your child.

### Staff Identification

All staff members are easily identifiable by logoed name tags or logoed t-shirts. All staff members are fully accessible for any questions that you may have.



## Investigation of Staff

Every employee is required to submit to a pre-employment Investigation as a security measure for your child's protection. TNTNC and the state of South Dakota

Department of Social Services requires that all employees are screened with:

1. A central registry screening with screens for any substantiated investigations of child abuse or neglect by Child Protection Services
2. Fingerprint check conducted by the department of criminal investigation

*Neither staff member nor volunteer will:*

- have a substantiated report of child abuse and neglect*
- have a felony conviction within the past 5 years*
- have a name located on the Sex Offender Registry*



## Financial Arrangement:

### Enrollment Fee

A one-time non-refundable enrollment fee of \$50 is required upon acceptance into the program or to secure a spot on our waitlist.

### Payment

Payment must be made by automatic withdrawal. Payment will be processed each Friday for the following weeks services. A payment that is late will be subject to a finance charge of \$10.00 per day that it is late as well as a Non-Sufficient Funds fee of \$35. If payments are consistently late, you may be asked to leave the center. A non-refundable enrollment fee is required upon acceptance along with the first weeks payment.

### Annual Increase

Due to increase in cost of business we reserve the right to increase our rates each year. You will be alerted of this increase two weeks before it is in effect. The increases will take place on the first withdrawal of each January.

### Absences

No credit will be given for absences. You will not be able to make up absences. We request, out of consideration to our staff, that you call the center if your child will not be attending. This will include absence due to illness or exposure to illness that the state deems a requirement to be exempt from the program.





## Termination/Withdrawal

A two week notice must be given to the director prior to withdrawing a child from TNTNC. This allows the child and the center to prepare for a change in attendance.

Center attendees may be asked to withdraw from the program for the following reasons, list is not fully inclusive:

1. Non-payment of fees
2. Children's pattern of behavior, which is dangerous to others or that, requires special attention, which the staff is unable to provide
3. Lack of compliance, by parents, to center policy
4. Failure to provide updated immunization records within two weeks of immunization due date
5. Refusal to pick up a sick child within a reasonable amount of time after notification by center staff



## Security and Safety:

### Open Door Policy

You are always welcome to come by and observe your child's progress and interaction with the staff and other children. Please remember that your child's behavior may change during the visit.

### Pick-up Authorization

Truks-n-Trykes Nursery Care requires that each child must have a pick up authorization form completed with who may and may not pick up your child. For your child's safety, we will be very strict with this regulation. All authorization changes must be made prior to pickup and the person picking up your child will need to show a photo I.D.

### Fire and Tornado Safety

TNTNC will conduct at least 4 fire drills and 1 tornado drill per year. All staff will be trained in evacuation procedures and will escort the students from their classroom to the nearest exit. In the event of a tornado, the children will be escorted from their classroom to one of the interior walls and be made to retain the appropriate position until told otherwise. Evacuation plans are posted in the center. An Emergency Preparedness Plan is available upon request.

### Alcohol/Drug Policy

Children will not be allowed to be picked up by parents that have been drinking alcohol or otherwise seem impaired. You will be asked to call for a ride or a cab will be called at the parent's expense. If this occurs after hours late fees will apply.



## Reporting Child Abuse/Neglect

On or before the first day at TNTNC, all staff members and volunteers are required to read and sign a statement which defines child abuse/neglect and states reporting requirements.

Any staff member who feels that a child at TNTNC may have been abused/neglected is required by law to immediately report to the Director, the Department of Social Services, or the law enforcement agency. The Director must then ensure that the alleged abuse/neglect will not recur, pending investigation. The director will be assigning the staff member to a non-child-caring role or by temporarily suspending him or her until the investigation has been completed. Continued employability of any staff member or volunteer involved in an incident or child abuse/neglect will be evaluated.

## Shaken Baby Syndrome

Shaken Baby Syndrome is caused by the brain moving back and forth inside the skull and being bumped, bruised or twisted. TNTNC Daycare requires any care provider, employee, or substitute who provides care and supervision to children, to be trained in recognizing what shaken baby syndrome is, how it is caused, what the symptoms of the syndrome are, and how to prevent shaken baby syndrome. To meet this, training on this topic is provided through the orientation.



## Vacations and Holiday

No credit will be given for scheduled holidays. Holidays do not affect weekly tuition charges.

The center is closed on:

- New Years
- Presidents Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving
- The Friday after Thanksgiving
- Christmas Eve
- Christmas

In addition we will be open New Year's Eve: 7:00 a.m.-2:00 p.m.

If the scheduled holiday lands on Saturday, we will be closed on the Friday before the holiday. If the scheduled holiday lands on Sunday, the center will be closed the following Monday.

## Celebrating Birthdays

On your child's birthday, you may bring treats, but we will try to keep the party to a minimum. No gifts, invitations, etc. Please.

## Inclement Weather

Closing due to weather will be determined by management. Notifications will be sent out using Brightwheel and using Facebook. If the center is closed due to circumstances out of control (snow or ice), tuition will remain the same.

## Transportation

Transportation will not be provided by the daycare center.



## Nutrition:

### Food and Allergic Reactions

TNTNC Daycare requires staff to be trained in the area of food and allergic reactions. We require all parents to complete an enrollment application and if there are allergies, to list those allergies. When a parent lists any allergy, they are required to complete a document that lists the allergy, what the allergy is related to (food, pets, etc) ; what the signs and symptoms of distress are if the child have an allergic reaction; and what the process is for assisting the child should they be in distress do to a reaction. Each staff person who is associated with this child (teacher, cook, etc.) is provided an overview of the situation, an overview of the allergy document and the instructions for preventing a reaction; and instructions for handling a reaction.

### Menu Information

If your child has an allergy to a food, a form must be filled out and a copy will be placed in their file. If your child has any other nutritional needs, please notify a staff member in writing and we will do our best to see it is met. However, we will not be able to make exceptions for food dislikes. Sack lunches/snacks can be brought from home and will be stored in the refrigerator until lunchtime.

The following meals will be served:

Morning Snack

(7:45-8:45)

Lunch

(11:00-12:15)

Afternoon Snack

(2:30-3:00)

Our meals are provided via catering service. We will post a monthly menu outside our kitchen facility. Parents can request a copy of the menu from the receptionist.

Meals will be balanced according to the current food guide recommendations.



Formula/breast milk and baby food for infants and toddlers must be provided by parents/guardians. We will not except open containers of baby food upon arrival. Milk and water is provided by the center only in "sippy" cups for infants and toddlers. All infants will be held during bottle feedings unless they are able to hold their bottle unassisted. Parents will be required to provide bottles for infants. We request that you provide 3 bottles per child.



## Curriculum:

### Infant/Toddler Program 6 weeks – 23 Months

Our safe, nurturing environment will stimulate emotional development and provide security. Our enriching curriculum is designed on a daily basis to provide developmentally appropriate activities to meet each child's physical, intellectual, and social needs.

#### Physical Fitness

TNTNC will provide age appropriate physical activities to children from trained staff throughout the day. This will include practicing fine and gross motor skills and balancing it with periods of rest.

#### Toys from Home

Our center is equipped with many educational and fun toys for all the children. To prevent children's toys from getting lost or broken, we require all toys to be left at home.

#### Supplies to Bring From Home

Required: Diapers, Wipes, Formula, Bottles, Baby Food if needed

Optional Items: Sleep Sac, Blankets, Pacifier

#### Daily Program Schedule

Every day each child will experience a free selection, which includes activities in creative art, sensory, small motor, large motor, music, blocks, and stories.



## Discipline

A positive attitude will always be our guide when correcting inappropriate behavior. As much as we would like to operate perfectly, behavior problems will arise. To help deter this we use the approach to redirect to another activity

When setting limits, we will be consistent, firm, and most of all fair. Discipline will never utilize humiliating or frightening techniques.

### Biting Policy

Biting is the most common problem with children ages infant through 3 years. Experts attribute this to the lack of ability to verbalize. Biting is generally recognized as being developmental in all children and cannot be completely avoided.

Due to health issues, parents are told that their children bit. It is the policy of TNTNC that there will be no disclosure of the individual children's name.

The purpose of the following biting policy is not to discipline, but rather to modify and improve the behavior. Please understand that each incident may be handled in a slightly different manner, as each and every child is unique and special with different needs and abilities.

It is the goal of TNTNC to provide the safest and best possible environment for the positive development and growth of each child.

### The Biter

#### *First Biting Incident:*

1. The biter is given an age-appropriate chewy instrument to bite on and told in a firm manner, "No bite – biting hurts!" in an assertive voice.
2. Parents of both parties will be notified by incident report.

#### *Second Biting Incident:*





1. In addition to the above, the biter will be placed away from the group for an individual activity for one minute per age of child.

*Additional Biting Incidents may result in:*

1. The parents of the biter may be called in addition to the written incident report.
2. The parents may be requested to participate in a mandatory on-site meeting with staff within 24 hours.
3. The parents may be required to contact their family physician for medical evaluation to rule out non-development or behavioral reasons for chronic biting.
4. The biter will be moved to a different classroom.
5. As a last resort, the chronic biter may be expelled from TNTNC, especially where there is no improvement and/or parents support and input.

Treatment of Victim

1. The area bitten will be carefully examined for breakage of skin.
2. The area will be washed with soap and water.
3. The victim will be given lots of tender loving care and support.
4. The parents will be notified by an incident report.



## Health Issues

### When Not to Bring Your Child to TNTNC

1. Fever of 100 degrees or above within the last 24 hours
2. Diarrhea-more than 3 stools in one hour or within the last 24 hours
3. Vomiting-within the last 24 hours
4. Pink Eye-child must be out of TNTNC until treatment
5. Chicken Pox-7 days from onset and pox have been scabbed over
6. Head Lice-until child and the home have been treated
7. Any other communicable disease
8. A sore throat as indicated by refusing food or drink

### When your Child will be Sent Home from TNTNC

- |   |                   |
|---|-------------------|
| 1. Develops a fever of 100 degrees or above                       | 10. Croup         |
| 2. Vomiting   | 11. Measles       |
| 3. Diarrhea-3 or more stools in an hour                           | 12. Mumps         |
| 4. Symptoms of Pink Eye   | 13. Pin Worms     |
| 5. Symptoms of Chicken Pox  | 14. Ringworm      |
| 6. Head Lice  | 15. RSV           |
| 7. Any other symptoms we feel needs to be examined by a physician | 16. Scarlet Fever |
| 8. Hand, foot and mouth disease                                   | 17. Shingles      |
| 9. Impetigo   | 18. Oral Thrush   |

Parents may not bring their children back to TNTNC before 24 hours without a signed statement from a physician indicating that your child is not contagious to the other children. All contagious diseases will be reported to the Department of Health. If children come to TNTNC and develop an illness that makes them



unable to participate in daily activities, the parents will be called and required to pick them up. Children need to be removed within one hour from the time of the call. If we are unable to reach them, we will call the emergency contact.

Children that are ill will be separated from the other children.

### Health Requirements

Happy, healthy children are an important part of our program. We are required by the state licensing regulations to have an immunization card signed by your physician for each child on file. These records need to be updated on a yearly basis. TNTNC will refuse service if immunizations are not current and Immunizations are required. TNTNC will follow state guidelines for the reporting of contagious diseases.

### Medications

Medications will only be administered with the written consent of the parent or guardian. All medications will be placed in a locked container. A medication sheet must be on file and signed by the parent/guardian. Medications must be in original container and marked properly with the child's name, date, dose, and physician prescribing the medication. All medication must be given to the Child Development Specialist responsible for your child. This includes over-the-counter. We are not able to keep medication on hand for possible illness (Tylenol, cough medications, etc).

### Disposal of Bio-Contaminants

TNTNC Daycare requires all staff to be trained in the area of Universal/Standard Precautions are guidelines issued to prevent disease transmission for people in all walks of life, including child care providers. The Universal/Standard Precautions require person to have a barrier between any infectious substance and the workers skin, eyes, nose, and mouth TNTNC Daycare requires any care provider, employee, or substitute who provides care and



supervision to children to follow the U/S precautions recommended by the Centers for Disease Control and Prevention (CDC) in handling any fluid that might contain blood or other body fluids. U/S Precautions require treating all blood and fluids that many contain blood or blood products as potentially infectious.

### Building Owner "Hold Harmless Provision"

Parent acknowledges that the owner of the building in which (TNTNC) operates, and such owners agents and employees, have no part in the operation of (TNTNC ) and Parent hereby releases the owner, its agents and employees from and against any loss, damage, or liability incurred by Parent and/or Parent's child(ren), arising out of (TNTNC)'s operation of the daycare facilities.