

TINY FACES CHILDCARE PARENT HANDBOOK

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“Put your Tiny Faces in our caring hands”



Welcome to Tiny Faces Childcare. We hope that this handbook will answer most of the questions you have about our center. We will do everything we can to meet your expectations. It is very important you read this handbook, if you have any comments or questions, please feel free to contact us.

Philosophy and Goals

Tiny Faces Childcare is dedicated to providing high-quality child care for children ages 6 weeks to 12 years in a safe, clean, caring environment. Our experienced and loving staff design fun and enriching activities appropriate for your child's age and skill levels. In addition to music, crafts, and story time, your child will enjoy sensory tables, playground equipment and more. Along with learning new skills, he or she will have the opportunity to socialize with other children of the same age, and of course, play! Our main goal is to mentor, tutor, love, and care for your children, resulting in a better local community.

License

At the end of the handbook you will find an attachment about licensing and other valuable information. Please take the time to read this information.

Enrollment Information

A child is considered enrolled at Tiny Faces Childcare only after the administrator confirms the availability of space and the required paperwork is received, reviewed, and approved by the administrator. Any change to this information must be communicated to the office immediately so that current information is always on file. This is for the safety of your child.

The following forms must be completed and on file before your child can be enrolled:

Child enrollment and Health information

Family Needs Survey

Submit only if applicable to your child:

Routine Trip Permission

Child Care Plan for Health Conditions or Medical Procedures

Child Medical Statement signed by licensed physician (due within 30 days of enrollment date (only for children not yet enrolled in elementary school)

Private pay agreement

Request for Administration of Medication

Child Basic Infant Information Form

Sleep position Waiver Statement

Hours and Days of operation

Center will be open Monday through Friday 6:30am to 7:30pm. A late fee of \$15.00 every 10 minutes will be charged if a child is not picked up by closing time. We will be closed the following holidays: Memorial Day, Juneteenth, Labor Day, Thanksgiving Eve, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Day. On New Year's Eve we will close at 4:00pm.

Staff/Child Ratios and Maximum Group Size

Tiny Faces childcare will not exceed the following state-required ratios:

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

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

1:7 Toddlers (18 months- 30 months)

1:8 Toddlers (30 months to 36 months)

1:12 Preschoolers (3 years – 4 years)

1:14 Preschoolers (4 years until eligible for kindergarten)

1:18 School-agers (eligible for school)

Please refer to our staff/child ratio signs posted on the bulletin board at the entrance of each classroom.

The maximum group sizes are as follows:

12 infants

14 toddlers 18 months-30 months

16 2 ½ -3 years old

24 3 years old

28 4-5 years olds

Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include naptime, lunch time, outdoor play or special activities.

Napping and Resting

Ratios for toddlers and preschoolers may be doubled for 2 hours at naptime as long as all children are resting quietly on their cots and enough staff in the building meet the regular required staff/child ratio if there is an emergency. We shall provide a quiet space for children who want to rest, nap, or sleep. Nap and rest time shall be in accordance with the developmental needs of the child and lighted to allow for visual supervision of all children at all times. Any child who does not fall asleep during a designated nap time shall have the opportunity to engage in quiet activities.

Formal Assessments

Tiny Faces Childcare does conduct formal assessments on enrolled children called Brigance. Assessments are done twice a year.

Daily Activity Schedule

The children's daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their atmosphere as safe and comforting place, where they know what their routine is.

Sample: infant/toddler daily schedule

6:30am – 8:30am *arrival, breakfast, diaper checks, free play*

8:30am – 9:00am *circle time/ lesson*

9:00am – 9:30am *diaper changes, putty & hand washing*

9:30am – 10:00am *music & movement*

10:00am – 10:30am *am snack*

10:30am – 11:00am *free play/individual activity*

11:00am – 11:30am *diaper changes, putty & hand washing*

11:30am – 12:00pm *lunch*

12:00pm – 2:30pm *rest time, individual quiet activities*

2:30pm – 3:00pm *wake up time/afternoon snack*

3:00pm – 3:30pm *diaper changes, potty & hand washing*

3:30pm – 4:00pm

4:00pm – 4:30pm *circle time/bible lesson*

4:30pm – 5:00pm *free play/individual activity*

5:00pm – 5:30pm *diaper changes, potty & hand washing*

5:30pm – 6:00pm *dinner*

6:00pm – 6:30pm *craft or another small group activity*

6:30pm – 7:00pm *music & movement*

7:00pm – 7:30pm *free time until closing*

Sample: Preschool Schedule

<u>6:30am – 8:30am</u>	<u>arrival, breakfast, free play</u>
<u>8:30am – 9:00am</u>	<u>potty & hand washing</u>
<u>9:00am – 9:30am</u>	<u>daily lesson</u>
<u>9:30am – 10:00am</u>	<u>music & movement</u>
<u>10:00am – 10:30am</u>	<u>am snack/circle time/ lesson</u>
<u>10:30am – 11:00am</u>	<u>craft or craft activity</u>
<u>11:00am – 11:30am</u>	<u>gym or outside playground</u>
<u>11:30am – 12:00pm</u>	<u>lunch</u>
<u>12:00pm – 2:30pm</u>	<u>rest time, individual quiet activities</u>
<u>2:30pm – 3:00pm</u>	<u>wake up time, afternoon snack</u>
<u>3:00pm – 3:30pm</u>	<u>potty & hand washing</u>
<u>3:30pm – 4:00pm</u>	<u>music & movement</u>
<u>4:00pm – 4:30pm</u>	<u>daily lesson</u>
<u>4:30pm – 5:00pm</u>	<u>dinner</u>
<u>5:00pm – 5:30pm</u>	<u>potty & hand washing</u>
<u>5:30pm – 6:00pm</u>	<u>free play/individual activity</u>
<u>6:00pm – 6:30pm</u>	<u>circle time/ lesson</u>
<u>6:30pm – 7:00pm</u>	<u>craft or craft activity</u>
<u>7:00pm – 7:30pm</u>	<u>free time until closing</u>

Sample: School-age Schedule

<u>6:30am – 8:30am</u>	<u>arrival, breakfast, free play</u>
<u>8:30am – 9:00am</u>	<u>group study/bible lesson</u>
<u>9:00am – 10:00am</u>	<u>gym/outside playground</u>
<u>10:00am – 10:30am</u>	<u>language arts</u>
<u>10:30am – 12:00pm</u>	<u>centers</u>
<u>12:00pm – 2:30pm</u>	<u>rest time, individual quiet activities</u>
<u>2:30pm – 3:00pm</u>	<u>wake up time, afternoon snack</u>
<u>3:00pm – 3:30pm</u>	<u>potty & hand washing</u>
<u>3:30pm – 4:00pm</u>	<u>music & movement</u>
<u>4:00pm – 4:30pm</u>	<u>daily lesson</u>
<u>4:30pm – 5:00pm</u>	<u>dinner</u>
<u>5:00pm – 5:30pm</u>	<u>potty & hand washing</u>
<u>5:30pm – 6:00pm</u>	<u>free play/individual activity</u>
<u>6:00pm – 6:30pm</u>	<u>circle time/ lesson</u>
<u>6:30pm – 7:00pm</u>	<u>craft or craft activity</u>
<u>7:00pm – 7:30pm</u>	<u>free time until closing</u>

Tuition, Fees, and Payment Policies

Any payments for private pay families, as well as co-pay fees are due on the invoice date.

If for any reason a child is disenrolled or withdrawals payment of all fees for the month/weeks the child is enrolled must be paid in full on or before the last day the child is in attendance.

All checks are to be made payable to Tiny Faces Childcare. We accept cash, check, money order, and debit/credit card. A receipt will be issued.

Our tax ID number will be made available upon request.

Delinquent Account/return checks

A twenty-five-dollar fee will be charged for any return checks due to insufficient funds. The parent will be required to pay in cash until all account balances are settled.

Late pick-up charges

If a parent realizes that circumstances beyond his/her control will result in a late pickup, a call will be appreciated. A \$15 dollar per 10-minute late fee may be charged for late pickups, this fee may be waived at the discretion of the center.

Withdrawals

A parent wishing to withdraw their children may do so at any time. A one-week written notice is appreciated.

Inclement weather

On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise, look for any Brightwheel messages and/or watch any local televisions WFMJ, WKBN, and WYTV.

Supervision Policy

A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff persons are alert to the safety needs of their children.

Arrival/Departure

Parents are required to bring their children into the building to sign their child in/out. Any special messages, medications, special pick-up notices are to be given to the teacher at that time. Children may not be dropped at the entrance of the building and sent inside alone. Staff must be made aware of each child's presence before the parent leaves. At the time of pick-up, parent must make the staff member in charge of the room aware that the child has been picked up. Parents are responsible for the supervision of their child before and after sign-out.

Release of a child

Staff will release child only to persons on the release form provided by the parent. If an emergency occurs, the parent must provide a written, signed note giving the person permission to pick up their child. Staff will check the ID of any person they do not recognize. Please let the people know about this policy before they come so that they will have picture ID and will not be offended when asked for ID.

Custody Agreements

If there are custody issues involved with your child, you must provide the center with a copy of the court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without documentation.

Supervision of infant, toddlers, preschoolers

At no time will a child be left unattended. Staff will supervise children at all times, including naptime. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

Supervision of school-age children

School-age children may run errands inside the building, go to the restroom alone or engage in a short term activity which poses no physical risk to their

safety alone or in groups of no more than six children without adult supervision as long as the following conditions are met: children are within hearing distance of the teacher, the teacher checks on the children at intervals of five minutes until they return, and the restroom is used exclusively for the center.

Children arriving at the center from other programs

At times it may be necessary for a child to arrive at the center from another program (for example Head start). If a child is scheduled to arrive and does not, we will first contact the parent to check if the child is scheduled to be at the center that day, and then contact the program that they are supposed to have arrived from. We will then consult with the parent to determine further action. For this reason, it is very important for the parent to contact the center when their child is not going to be attending.

School delays/cancellations

Our center will operate a full-day program for school-aged children when their school is closed for vacations, delays, or cancellations.

Transitions

You will be notified when your child is ready to move up to the next classroom. As part of the procedure, center staff will develop a transition plan. This plan will include a beginning and ending date of the transition period and include a transition schedule. The plan will be signed by the parent. Parents may also request a transition for their child. These requests will be accommodated if it is in the best interest of the child and space is available in the next room.

Child abuse reporting

It is mandated by law that if a staff member suspects child abuse or neglect, he/she MUST report it to the local children's services agency. The safety of the children is always our first concern.

Fieldtrips/Transportation of children

The facility will NOT transport children in extreme emergency situations. If a child requires transportation, the emergency rescue and the parent will be contacted. The facility will be providing transportation on routine trips, such as transportation to/from school. The transportation will be done on facility vehicles owned by the center and a staff member with first aid/CPR trainings will be present in the vehicle. Fieldtrips: We will be taking periodic field trips. Before departing the center, a count will be taken of all the children. Upon arrival at the destination, another count will be taken to assure that all of the children have safely arrived. This process will be repeated upon leaving the destination and returning to the center. During the course of the fieldtrips, each staff member will have specific children that they are responsible for supervising. Before any child participates in either a routine or field trip, the center will obtain written permission from the parent or guardian.

Guidance policy

Tiny faces Childcare staff believes that helping children learn self-control is very important. Our hope is that each child will learn self-discipline through careful guidance. Your child will be treated with care, love, and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. Children may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Staff will not impose punishments for failure to eat, sleep, or toileting accidents. This guidance policy applies to all staff and parents while they are at the center.

If a situation arises where a child is consistently endangering himself, peers, or staff, it may become necessary that disenrollment is implemented. Every attempt will be made to work together with the parents and the child to correct the behavior. However, the safety of children is always our primary concern. The administrator would be in communication with the parents prior to this occurring. If the child consistently demonstrates behavior that requires frequent attention from the staff member in charge in his classroom, we may choose to develop and implement a behavior management plan. This plan would be in consultation with the parents and would be consistent with the requirements with rule 5101:2-12 OAC.

Meals and Snacks

Tiny Faces Childcare will be serving meals and snacks during these times:

6:30am – with the last serving at 8:30am	Breakfast
11:30 am – with the last serving at 12:00 pm	lunch
2:30pm – with the last serving at 3:00pm	pm snack
4:30 pm – with the last serving at 5 pm	Dinner

Each of the snacks will contain at least two nutritional foods. All meals will meet all child care licensing requirements. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs.

Infant food and formula: Parents should provide all formula. Baby food will be provided. The appropriate commercially prepared formula will be available in the event that the parent/guardian does not provide quantity of formula sufficient to meet the infant’s daily requirement.

Breastfeeding and/or pump breastmilk

All breastfeeding mothers are more than welcome to come feed and/or pump in our infant room in the designated quiet area.

Infant Care

Tiny Faces Childcare shall allow infants to safely and comfortably sit, crawl, toddle, walk and play according to the infant's stage of development. Each infant shall be removed from the crib, swing, infant seat, exercise seat or other equipment throughout the day for individual attention and provide each non-crawling infant the opportunity for tummy time each day. Parents will receive a daily written record for each infant that includes food intake, sleeping patterns, times and results of diaper changes and information about daily activities. **Diapering:** Diapers shall be changed immediately when wet or soiled and checked every 2 hours upon arrival of child. Clothing shall be changed immediately when wet or soiled. All caretakers should provide the diapers and clean change of clothes. All diaper creams, powders, ointments will be administered only by parent written request.

Emergency Procedures and Accidents:

In the event of a fire or tornado, staff and children will follow the proper procedures, which will be posted in each classroom on the bulletin board. Should we need to evacuate due to fire or weather conditions, or loss of power, heat, or water to the center our emergency destination is Crandall Park (located on 400 Redondo Road). Parents will be contacted as soon as possible to pick up your children. If any injury is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records.

Parents who refuse to grant consent for transportation to the source of emergency treatment: We will provide childcare services. Parents must provide an alternative for emergency treatment.

Serious incident/injury or illness:

Internal bleeding or external hemorrhage

Penetrating and crushing injuries

Unconscious state

Severe or extensive burns

Electrical shock

Obstruction of respiratory tract

Neck or back injuries

Internal poisoning

Any other emergency requiring further attention by a qualified physician or dentist, such as fractures, lacerations, seizures, eye injuries of any kind, acute high fever, or dental accident.

Procedures

Give immediate first aid care

Call ambulance if necessary

Call hospital and notify as to the type of emergency being sent

Notify parent/guardian

Administrator/staff member trained in first aid will accompany child to hospital and will remain with child until parent arrives.

Management of illness:

Tiny Faces Childcare provides children with a clean and healthy environment. However, we realize that children become ill from time to time. For the protection of all children, your child should be kept at home when ill. We cannot accept him/her at the center if he/she shows any of the following symptoms:

Diarrhea

Severe coughing, causing the child to become red or blue or making a whooping sound

Difficult or rapid breathing

Yellowish skin or eyes

Conjunctivitis

Temperature of 100 degrees Fahrenheit taken by the auxiliary method

Untreated, infected skin patches

Unusually dark urine and/or gray or white stool

Stiff neck

Any child with any of the following symptoms of illness shall be immediately isolated from other children:

Unusual spots or rashes

Sore throat or difficulty in breathing

Elevated temperatures

Vomiting

Evidence of lice, scabies, or other parasitic infestations

Isolation shall occur in the child's classroom in designated quiet area away from the rest of the children or the administrator's office, whichever is more sufficient at the time. The child shall be supervised by staff member/administrator until child is picked up by parent/guardian.

Mildly ill children will be cared for unless they exhibit any of the preceding symptoms.

If a child with a communicable disease has been in attendance at the center, we must inform parents by posting a sign at the entrance of the center.

Care of children without immunizations

Tiny Faces Childcare does provide childcare services for children without immunizations, if a child becomes susceptible to any type of communicable disease, the child may be asked to refrain from attending the facility until the incubation period is over.

Medications

Any medicine that parents wish to be administered by the staff must be given to administration along with written instructions of administering the medicine. Parents must also complete a Request for medication form. Medications will be stored in a designated area inaccessible to children. The only exception to this requirement is the use of an inhaler by school-age children. Parents must sign a release form stating that their school-age child may have access at all times. It must not be placed in the child's locker or book bag. Anytime the child is unable to maintain control of the inhaler, it must be directly handed to the staff member directly responsible for the child.

Food supplements or modified diets

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

Outdoor Play

State requires outdoor play be included in our program on a daily basis. Time outside will be limited if conditions are too warm or cold. Please send children with proper clothing so they may be comfortable and safe whenever we are outside.

Water Activities/swimming

Tiny Faces Childcare does not participate in any swimming activities for safety reasons. Weather permitting, we may use sprinklers or wading pools. Written parental permission for infants and toddlers use in wading pools is mandatory.

Parent Participation

Parents are encouraged to participate whenever possible in activities at the center. Parents may attend field trips, class parties, special luncheons, or simply drop in to join the daily fun.

Parent/staff concerns

If parents/employees have any questions/concerns regarding Tiny Faces Childcare operations, please share this with the administrator so that it may be addressed appropriately. If a parent would like to meet with a staff member, they can schedule an appointment through the administrator. If the administrator is unavailable in person, you are welcome to give them a call, leave a detailed message and they will get back with as soon as possible.

There will be Bright wheel messages/pictures throughout the day to let parent/guardians know how their child's day was.

Evening Care

Our evening childcare program has some additional policies. These apply only to the children who attend after 7pm. For security reasons, access to the center is limited to only parents/guardians and staff after 7pm. No other persons will be permitted in the building. Please do not let anyone in who is not an authorized person.

To assure that children are appropriately and safely cared for:

- all staff will remain awake and children will always be supervised, even when sleeping
- there shall be adequate lighting so that staff can see children at all times
- parking areas and walkways well lighted for safety and security.
- If you see anything that you have concerns about, please share this with the administrator so that it may be addressed appropriately.

Birthdays and special occasions

Parents are welcome to send a treat to share with their child's friends on birthdays. Please let us know in advance you will bring a treat. We encourage nutritious treats.

Toys and Candy

Other than for show & tell, please do not send toys, candy or gum.

