

Operating Policies/Procedures

615 Gaines St SW

Attalla, AL 35954

256-553-1070

Welcome to Treasured Kids Childcare!

Operating Hours: Monday-Friday, 6:45 AM to 5:30 PM

Please note: only a select number of students can be dropped off between 6:45 AM and 7 AM, and only a select number of students can be picked up between 5:00 PM and 5:30 PM due to staffing. If you are needing to drop off your child during the first 15 minutes or the last 30 minutes of our operation, please communicate these needs with us in advance so that we can accommodate these needs and ensure adequate staff coverage.

Brightwheel

Upon enrollment into our program, parents/guardians will receive an invite to Brightwheel.

Brightwheel is utilized to sign students in and out each day. Parents/guardians and approved pick ups must have their own account to sign the child in and out.

Accounts can NOT be shared between people.

We use this as a record of who has picked up the child and as an extra security measure to ensure unapproved pick-ups do not attempt to come get the child. *Please do not share your brightwheel code with others.*

As always, we also check ID's for any unfamiliar faces picking up the child, to make sure they are on the approved pick up list.

Brightwheel is also used to:

- Update parents of emergency closures such as with imminent weather
- Communicate with parents/guardians about the wellbeing of their child
- Document meals, naps, diaper changes, upload photos (as time allows), and document any incident reports (parents also receive a phone call in cases of incidents).
- Send reminders when supplies are needing to be replenished
- Document billing and receive payments

Enrollment Policies

Prior to enrolling, we require an in-person meeting with the parent(s)/guardian(s) and the child. This allows us to become acquainted with the child, as well as the parent(s)/guardian(s) and gives the child a

chance to become acquainted with our center staff, and possibly the other children enrolled in the center. It will also provide an opportunity to tour the daycare and ask any questions that may come up.

Before we can accept responsibility for the care of a child, all policies and procedures must be read through thoroughly and understood. Contract forms must be filled out and signed by all parents/guardians of the child for retainment at Treasured Kids Childcare.

Parents/guardians will be provided with a Treasured Kids Childcare packet with all policies, procedures, and contract forms.

Once completed and all parties are in agreement and understanding, we look forward to welcoming you and your child to Treasured Kids Childcare!

Enrollment

At the time of enrollment, a \$100 Registration fee is due.

*We will not reserve your spot without the registration fee paid in full. Registration fees are non-refundable.

In lieu of an annual registration fee, parents are required to send supplies on the supply list at the beginning of each school term.

Supply lists are released in July and due by August 1st annually.

If parents neglect to send in the required supplies, a supply fee of \$50 will be added to their tuition charge on August 1st. This gives us time to purchase the supplies ourselves prior to the start of the school term.

Rates

We charge \$150/week regardless of age or attendance.

A \$10/week discount is applied once the child is fully potty trained. No other discounts are offered at this time.

Part Time: Part time positions are VERY LIMITED. If a part-time position is not available, you may be required to pay the full-time rate regardless of the amount of hours the child attends.

Part-time rates are limited to students who attend less than 25 hours per week.

Part time for ALL AGES: \$100/week

Admission Procedures

Parents/Guardians must schedule an appointment to come in and fill out all of the required paperwork.

This paperwork includes, but may not be limited to:

- The pre-admission form
- Meal benefit eligibility form for participation in the Child and Adult Care Food Program

- A child care questionnaire so that we can learn more about your child prior to them attending
- A form stating that you have read and agree to abide by these operating policies while your child is in our care
- A Therapy Evaluation Permission Slip (explained in a future section of these policies)
- You must also provide an up-to-date immunization certificate at the time of enrollment.

Once the paperwork is complete, you will be required to pay the registration fee to secure your child's spot in our program.

Waitlists: In the event that our classroom(s) are at max capacity, parents/guardians can be added to a waitlist to be notified when an opening is available.

To be added to the waitlist, the parent/guardian must come into the facility and fill out the pre-admission form. We do not add children to the official waitlist over the phone.

Trial Period & Termination Policy

The first two weeks of enrollment are probationary for all parties. During this period parents/guardians or Treasured Kids Childcare may terminate the child care agreement at any time, for any reason. Fees will still be due for the two weeks the child's place in Treasured Kids Childcare was held.

After the probationary period, either party may terminate the child care agreement with a written two-week notice. Reasons we will generally terminate childcare with a two-week notice can be found below.

- If a child continuously hurts other children or staff by means of biting, kicking, hitting, etc.
- If a child continuously acts out by swearing, throwing daily tantrums, failing to obey daycare rules, etc.
- If a child is genuinely unhappy and unable to adjust at Treasured Kids Childcare
- If a parent/guardian consistently does not comply with requests for the child's well-being, such as providing diapers or a jacket/coat on a cold day, and/or not bathing the child.
- If a parent/guardian continuously fails to update the childcare agreement as needed with medical information, emergency contacts, etc.
- If a parent/guardian is found to be medicating their child prior to drop-off to mask any illness symptoms in order to leave their child at daycare against our illness policy
- If a parent/guardian fails to pick up the child in a timely manner when the child is sick. Children should be picked up within one hour of the parent/guardian being contacted to come get their child.

We reserve the right to terminate child care immediately and without notice, for the following cases (not solely limited to):

- The parent/guardian fails to comply with policies/procedures set forth in this handbook.
- The parent/guardian is disrespectful in any way to staff, or other children and their parents/guardians at Treasured Kids Childcare
- The parent/guardian fails to pay childcare fees.
- The parent/guardian threatens the center and/or any staff in any manner whatsoever.

- The child's behavior is severe and dangerous to themselves, their peers and/or staff members.

Payments

Childcare payments are due every Monday before the child is dropped off.

Payments are considered late as of Wednesday Morning, and parents/guardians who have not paid will be charged a \$25 late fee.

If the balance is not paid in full by the end of the week, you forfeit your child's spot in our program and your child's spot will go to the next child on our wait-list.

The weekly fee is to reserve your spot in our childcare center. **You are not paying for attendance, you are paying to reserve your child's spot in our program.** This payment is due whether your child attends or not, or your spot will go to the next child on our waitlist.

Special accommodations:

If you need assistance in what day your payment is due because of your payday's date, please discuss these needs with the Director. If possible, we will accommodate these pay dates and arrange the due date of each week's payment to benefit all parties involved. Adjustments to the payment due date must be agreed on between the parent/guardian and the center, and verified in writing with valid signatures prior to its implementation.

Vacation Week

Each family is given one week of "vacation from daycare" each year where tuition is not charged. This week can be utilized at any time throughout the year, but we must be given a 2-week notice of the week-long absence prior to the vacation time being taken.

Accepted Payment Methods:

- Cash
- Check (\$35 fee if the check is returned)
- Debit/Credit Cards through the Brightwheel app (can also enroll in Auto-pay through the app, which we do recommend to prevent late payments)

Arrival and Departure Procedures

Arrival

Upon arrival, parents/guardians must walk their children into the facility. Parents/guardians are required to sign in their children when they drop them off.

There are two options for signing the child in:

- 1) Using your own device, scan the QR code on the sign-in tablet
- 2) Using the sign-in tablet, put in your four digit code to sign in your child(ren)

Children must be dropped off before 8:30 AM or they will not be permitted to attend that day.

Exceptions to this rule: If you know your child will be late one day, such as due to a dentist/doctor appointment, the center must be notified at least 24 hours in advance. If the center is not given proper notice that they will be late, they will not be permitted to attend. In cases of excused late arrivals, the child must still arrive before 10:00 AM.

Departure

We will not release a child to anyone besides a parent/guardian without written permission, and without being notified from the parent/guardian beforehand.

At the time of enrollment, parents/guardians will be given the opportunity to create a list of emergency contacts and people who are authorized to depart with their child. At least one emergency contact is required. If the person is on the written list of authorization, we still also require written notification via Brightwheel from the parent/guardian prior to the child being picked up that day.

If the person is not on the list of authorization, we will not release the child to his or her care. It is the responsibility of the parent/guardian to add a person to the authorization list, as well as to notify staff verbally on the day of prior to a change in pick-up.

The first few times we meet an emergency contact and/or an authorized person, we will also ask for photo identification. Please inform any emergency contact(s)/authorized person(s) of these procedures so they will not be offended or surprised at the requests. This procedure is strictly for the safety of the child while in our care.

Late pick up fee

The facility closes at 5:30 PM. There is a late pick up fee for any children picked up after 5:30 PM. At 5:31, a \$5 charge is applied. It is then \$1/minute.

If you are aware that you will be late one day, contact the facility to let the staff know as soon as possible. If any student is still on site at 5:31 PM without facility staff being notified of a late pick up, a report will be made with the local police department.

Scheduled and Unexpected Closures

We close for all federal holidays.

The specific dates of our Holiday closures are released every August at the beginning of our new school term. If a change in Holiday closures needs to be made, parents will be notified as early as possible.

The full week's tuition is due regardless of closures.

We would like to make every effort to stay open during inclement weather, recognizing that parents/guardians may still be required to work. However, please realize that our number one priority is safety for all parties involved.

With this in mind, we follow Attalla City Schools for closures due to inclement weather. This includes late arrivals and early dismissals. Regardless of closings due to weather, the flat rate fee per child will still apply for the week. We reserve the right to make our own judgment call in regards to weather closures if schools are not in session on the day of a weather threat.

Parents/guardians will accept full responsibility for any liabilities that may happen on the property of Treasured Kids Childcare if the child is at daycare during inclement weather. This includes but is not limited to bodily injury or vehicle damage.

Late pickup fees also apply to early closures due to weather.

Full Week Closures

We close for three full weeks each year.

Spring Break: scheduled for the same week as the Etowah county school system's spring break.

Summer Break: scheduled for the week in which Independence Day falls.

Winter Break: scheduled for the week in which Christmas falls.

Tuition is NOT charged for these scheduled full week closures.

Feeding Program

Each student is fed according to USDA guidelines. Meals include a variety of foods including vegetables, fruits, grains, dairy, and protein. A sample menu of what we serve is attached to the end of these policies.

We participate in the Child and Adult Care Food Program. This means we get reimbursed for the cost of feeding each student in our program. In order for us to maintain participation in this program, a "CACFP Eligibility Form" must be filled out at the time of enrollment and updated annually by the parent/guardian. This form is required regardless of the age of the child.

The menu for the month is posted on the Parent Information bulletin board at the beginning of each month for everyone to review if desired. We aim to introduce students to a variety of foods while still offering foods we know that they will eat each day.

Dietary Restrictions:

Parents/guardians must submit written instructions if their child has specific dietary needs so that the center can provide meals and snacks that are in accordance with their needs.

Food Allergies:

If your child has any food-related allergies, we must have a care plan written by the child's physician on file prior to their first day of attendance. This care plan must detail the exact steps we must take in the event that the child was exposed to their allergen and has a reaction while in our care.

Ages 6 weeks-12 months:

The center provides formula to infants 0-12 Months old. The center uses Similac Advance ready-to-feed formula with iron. Using the formula offered is completely optional.

If preferred, parents/guardians can send fully prepared bottles with their own formula or breast milk.

Rules to follow if you opt to bring your own bottles:

- They must be labeled with the child's first and last name
- If the bottle contains breast milk, it must also be dated.
- Parents/guardians must submit written instructions on how they want the bottle heated and served.

WE CAN NOT MIX FORMULA. ALL BOTTLES MUST COME READY-TO-SERVE.

Ages 6 months- 12 months:

Once the child reaches 6 months old, we begin feeding them age-appropriate solid foods.

We ask that parents begin feeding their infants first at home, so that we are not the first ones to introduce new foods to the infant.

We offer more foods as the child demonstrates that they are developmentally ready for more food options with varying textures and consistencies. All infant workers are trained in appropriate feeding practices for infants to ensure there are no risks of the child choking.

Ages 12 Months-School Age:

Breakfast is served from 8-8:15 AM.

If a child is late due to a doctor's appointment or other excused late arrival, please feed them before bringing them. We do not serve breakfast after 8:15 AM.

Each breakfast contains at least a grain, fruit, and milk.

Lunch is served at 11:00 AM.

Each lunch contains a protein, grain, vegetable, fruit, and milk.

Afternoon snack is served between 2-2:30 PM, depending on what time the student(s) awaken from their naps. Snack typically contains a grain and a fruit.

No child who is in attendance at the time that meals and snacks are served will be deprived of food.

What to Bring for Your Child

Each child has their own labeled cubby to store personal belongings. On the first day of attendance, please make sure you bring these LABELED items for your child.

Ages 6 Weeks-12 Months:

- If opting out of using the formula we provide, bring fully prepared bottles, with written instructions on how you want them stored and prepared. We cannot accept powder formulas. They must be mixed prior to bringing them. All bottles must be labeled with the child's full name. If the bottle contains expressed breastmilk, it must also be dated.
- Unopened pack of diapers
- Change of clothes in case of accidents (in a bag labeled with the child's name is required).

12 Months and older:

- Unopened pack of diapers/pull ups (if not potty trained). If you choose to send pull-ups, they must be the kind that velcros on the sides.
- Change of clothes in case of accidents (in a bag labeled with the child's name is required).
- Napmat

We provide all baby wipes. However, if your child is sensitive or you prefer for your child to use your own wipes you can provide your own. Just let us know at the time of enrollment whether you would like to use our furnished wipes or provide your own.

Diaper Bags/Backpacks

ALL BAGS are inspected by staff each day. If any unapproved items such as medication, hand sanitizer, diaper rash cream, or any potentially hazardous items are found in the bag, the item will be removed from the bag and stored in the office until pick up.

Dress Code

All students must be dressed appropriately based on the current weather.

If your child wears pull ups, they must wear the type that velcros on the sides. We understand that this style of pull-up can be more expensive than other styles. If needed, you can continue sending your child with diapers. Potty training can be accomplished wearing diapers as well as pull-ups.

Shoes must be full coverage. Tennis Shoes are recommended, but sandals are acceptable in the summer as long as they fully enclose the foot and are secure to where they will not fall off the child's foot. Flip Flops are strictly prohibited.

Keep clothing modest and well-fitting. If the child is wearing a dress, pair it with shorts underneath so that they can play freely throughout the day. Avoid tops that fall down and expose the child.

Assistance as Needed

If you are in need of assistance buying diapers/pull-ups, shoes, clothing, or even food for your child, please speak with the Director or your child's teacher about your needs. We are a judgment-free zone and these discussions and requests for help are kept confidential. All we want is the best for every child in our care, and if you are struggling and need help please do not hesitate to ask for that help.

We also have a "free items" area set up in the facility. It is located to the left of the front door. All families are welcome to explore this area for any items they need.

Likewise, we are always accepting donations to give to others in need.

Daily Program

The daily program/schedule is posted in each classroom.

Parents/guardians will be notified any time changes are made to the daily program.

A copy of the daily schedule is also provided to parents/guardians at the time of enrollment for the age their child is.

The daily program includes an array of outside time, active time, rest time, fine motor time, circle time, and more. We aim to give our students a variety of activities and experiences each day.

Field Trips

The Department of Human Resources does not inspect away-from-center activities.

Field trips are only offered to children 18 months and older.

In order for the child qualify to attend scheduled field trips, the parent/guardian must:

- Have "yes" marked on the child's preadmission form for "activities away from the facility"
- Sign an authorization form for the specific field trip
- Provide a NAMED chaperone prior to the field trip for the child attending the field trip. We will verify chaperones at the field trip sight to be sure every child has an approved chaperone in charge of them.

No child will be permitted to attend field trips without a chaperone, assigned by the parent/guardian, to oversee their child on the field trip.

We do not offer transportation to or from field trips. The child's pre-determined chaperone will be responsible for transporting the child to and from the field trip location.

Field trips will always be planned in advance. Some may require an extra fee for the chaperone to attend; the required amount will be disclosed up front if payment is necessary.

If the child does not attend the field trip, they will not be able to attend that day due to staffing.

Assessments

We perform assessments at the start of the school term in August, at the start of the year in January, and at the end of the school term in May for students 18 months and older.

For infants, we perform assessments at each "milestone age" which is 2 months, 4 months, 6 months, 9 months, 12 months, and 15 months.

Each assessment covers physical, social, and emotional development to give us and the parent/guardian an understanding of where they are developmentally so we can better tailor our program to their specific needs.

Therapy Services

We have partnered with "Helping Hands Therapy Services" to offer on-site therapy to the students enrolled in our facility.

At the time of enrollment, each parent/guardian is provided a permission slip to either accept or deny for their child to be evaluated for a need for therapy.

If the parent/guardian opts in to have their child evaluated and it is determined that the child would benefit from either occupational, physical and/or speech therapy, they will be contacted with next steps to get the therapy started.

All therapists are under direct supervision of center staff when in the facility.

Potty Training

Potty training must first begin at home. The parent/guardian should be the first one to introduce the potty to the child.

We highly recommend taking Pull-Ups potty training quiz to determine whether or not your child is ready to begin this process.

If you feel that your child is ready to potty train, and you are prepared to start and continue the potty training process at home, we fully support that choice and are more than willing to do our part!

Potty training can take place any time between 18 months- 3 years old, depending on when the individual child is ready. We support potty training at any age, as long as the child is capable of following instructions and can communicate their needs effectively.

After a complete weekend of successful potty training at home, please let us know so we can continue your child's progress while they are in our care. We do not begin potty training in the middle of the week. The child must first have had a successful potty training weekend at home.

Disciplinary Procedures

In our center, we do not use corporal or physical punishment; such as spanking, shaking, slapping, kicking, pushing, biting, pinching, etc. We do not use verbal abuse; such as yelling, name calling, shaming, using language that is inappropriate, offensive, humiliating, frightening to a child, etc. We do not use discipline associated with foods, naps, or bathroom procedures. The use of physical restraint as punishment is prohibited. We do not use rough or harsh handling of children. We do not take away physical activity/outdoor time as punishment.

First and foremost, we utilize positive discipline.

The children are under constant supervision and if a problematic behavior is observed, we redirect to avoid escalation of the behavior and speak to the child about why their behavior is not acceptable. If redirection does not remedy the situation, the child will be instructed to go to the "calm down zone" in their classroom. In the calm down zone, the teacher guides and teaches the child self-regulation techniques to reduce the chance of behavior escalation.

If our positive discipline techniques do not work and we continue having problematic behaviors out of the child, parents/guardians will be notified immediately of their child's behavior and required to come pick up their child for the day.

Health and Medical Information

The illness policy is for the health and well-being of all the children enrolled in Treasured Kids Childcare, and enables us to provide the safest possible environment for everyone.

Parents/guardians must keep a child at home if he or she displays any symptoms of illness aside from a clear runny nose. Please provide as much notice as possible for the child's absence(s). Payment will still be required to hold the child's spot, even if the child is absent due to an illness.

If a child has a fever 100.5 F or above, or if the child displays **any** signs of illness, he or she will not be allowed entry to Treasured Kids Childcare. The child will be allowed to attend daycare once he or she has been *symptom free for at least 24 hours* or has *sought medical treatment*

“Signs of illness” includes, but is not limited to;

- Fever
- Diarrhea
- Vomiting
- unexplained rash
- Scabies
- head lice
- Conjunctivitis (pink eye)
- chest congestion
- yellow/green runny nose
- complaints of a sore throat
- acting obviously unwell with excessive whining or crying, and unable to participate in daycare activities.

Please call the center as soon as possible to inform a staff member that your child will not be attending due to an illness, as well as any symptoms your child is exhibiting so that we can monitor the other children in attendance who were exposed to your child.

The child can be brought for care if they have a mild common cold, such as a slight cough or sinus issues. However, a diagnosis from a medical provider will be required first. Parents/guardians will be notified if the symptoms become more severe, or if we find the child is unable to participate in daycare activities due to excessive whining or crying, etc.

We will not accept a child for care until he or she has been free from any of the symptoms listed above for at least 24 hours. This includes being symptom free for at least 24 hours with a prescribed antibiotic. If the child becomes ill with any of these symptoms while in our care, the parents/guardians will be notified immediately and prompt departure with the child is expected.

If the parent/guardian is unable to be reached, we will contact the Emergency Contacts listed on the child’s preadmission form until someone is available to come pick up the child. In case of severe injury or illness and inability to reach parents/guardians, the center will obtain emergency medical treatment.

Do not administer over the counter medication prior to dropping your child off without letting us know the child’s symptoms beforehand. Over the counter medication may mask symptoms of a contagious illness.

Medication Policy:

No oral medication or medical procedures will be administered.

The ONLY medication allowed inside the facility is diaper rash cream.

Diaper rash cream is only allowed for children under 2 years old, and must be LABELED with the child's name and kept in a locked medicine box at all times.

In order for us to administer diaper rash cream, we must have a note from the child's pediatrician giving us permission to apply it.

The parent/guardian must also fill out and sign the required Authorization Form in addition to the doctor's note. The authorization form must be updated every 7 days.

If the child requires medication during their time at our facility, the parent/guardian must come and administer the medication themselves. Oral medication is NOT ALLOWED inside the facility. If you need to medicate your child, we will accompany you outside with your child to administer it and then return your child to class.

Emergencies & Safety

Through childproofing and close supervision, we make every effort to provide the children in our care with a safe environment. However sometimes minor cuts, scrapes, bumps, and bruises are unavoidable. When these circumstances arise, first aid will be administered to the child, and the parents/guardians will be notified.

In the event of a medical emergency, the parents/guardians will be notified immediately. If necessary 911 will be called and emergency procedures will be performed.

All staff members are First Aid and CPR certified as soon as possible after being employed at our facility. At least 2 staff members on the premises during operating hours have current First Aid and CPR training to be able to assist a child in distress. Also, if necessary, the child will be transported to the hospital by ambulance at the parent/guardian expense.

Emergency Preparedness Plans

The center has a plan in place for all potential emergencies and disasters.

The emergency preparedness and response plan is posted on the bulletin board at the entrance to the center. A printed copy is also provided to each parent/guardian at the time of enrollment

The plan details procedures for the following types of emergency or disaster situations:

- Weather emergencies and natural disasters such as; thunderstorms, tornadoes, flash flooding, snowfall, ice storms, and earthquakes
- Emergency outdoor and indoor lockdown or evacuation due to threats of violence.
- Emergency or disaster evacuations due to hazardous materials and spills, gas leaks, or bomb threats
- Outbreaks, epidemics, or other infectious disease emergencies
- Loss of power, water or heat
- Other threatening situations that may pose a health or safety hazard to the children in the center

Details included are:

- Shelter in place or evacuation, how the center will care for and account for the children until they can be reunited with parents/guardians
- Assisting infants and children with special needs and/or health conditions
- Reunification with parents; emergency contact information for the parents and the center, procedures for notifying and communicating with parents regarding the location of the children if evacuated, procedures of communicating with parents during loss of communications
- The location of supplies and procedures for gathering necessary supplies for staff and children if required to shelter in place
- Contact with local emergency management officials