



Policies & Procedures

Handbook for families
DTDBAMA,INC

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WELCOME

Our Mission and statement of purpose

DTDMBAMA,INC owns and operates child development centers. We are dedicated to a fun filled learning experience during the early years that is based on hands-on and play based learning. Our mission is to provide quality care and education during these critical years of development.

Program Philosophy

We believe that students develop, learn, and thrive first through imaginative play. Our teachers are facilitators of play and are trained to provide an atmosphere that promotes curiosity and imagination. By providing this environment, the children feel empowered to ask questions and explore the world around them.

STAFF AND CURRICULUM

Staff

Children deserve a fun and memorable childhood, and we pride ourselves on having a loving staff and home-like atmosphere in each of our locations to make that happen. Our educators are specifically chosen for their caring attitudes, knowledge of child development, and their enthusiasm for teaching young children. Our educators encourage, innovate, and facilitate development for a well-rounded preschool experience. Professional development is a continuous process for our staff. It includes training in First Aid, CPR, Sudden Infant Death Syndrome (SIDS) prevention, as well as age-specific training on child development. In addition, we make it a priority to remain informed about current child development practice, education research and trends to serve your child's needs most effectively. Each educational engineer undergoes a criminal background and fingerprint check before the first day of employment to ensure your child's safety.

State Requirements

We abide by state requirements. These rules and regulations guide our practices and processes. All staff members have a health screening, background check, and reference check before beginning employment. Furthermore, our staff members participate in additional training hours each year for continued professional development.

Curriculum

Our nationally recognized curriculum is a unique combination of practical and theoretical discovery. This learning approach focuses on encouraging, facilitating, and stimulating a child's development through hands-on activities for our older classrooms. Our curriculum uses a creative approach that will provide a foundation for each child's development. Our education program thrives on providing an environment where children use their imagination and are encouraged to learn through play experiences. Through this engaging and hands-on method, we encourage your children to explore, ask questions and discover through their own imagination, experiment and of course, interactive play.

Language Development:

In addition to the curriculum which features developmentally appropriate language and literacy activities, we also offer Baby Signs! All staff members are trained in this program and receive annual training in Language and Literacy implementation.

ENROLLMENT AND TUITION

Admission

Admission to the program is based on availability and the age of your child. Each family will complete an intake form prior to enrollment. When a classroom no longer has open enrollment positions, a waiting list will be established. Priority will be given to siblings of currently enrolled children and active military families. Otherwise, individuals will be placed on the waiting list on a first-come, first-served basis. DTD does not discriminate against any race, religion, nationality, gender, or sexual orientation. Continued enrollment in our program is based on accounts staying current and compliance with our behavior policies.

Inclusion/Non-Discrimination/Specials Needs

It is the policy of our company not to discriminate based on gender, color, religion, age, national origin, disability, sexual orientation, or military status in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all students and families.

Please complete the required intake form in its entirety so that we can better serve your child and family. If your child has special needs, we will work together to the best of our ability to provide accommodations. Please speak with your director to discuss any concerns or needs.

Enrollment Application and other mandatory paperwork

A thoroughly completed and signed application form is needed before starting as required by state regulation. You will also complete an intake form that will be used when determining enrollment. Please be sure to answer every question thoroughly. In addition, prior to your child's start date the family must provide an updated immunization record on an official state form and complete a health history form. The immunization record or exemption form must be up to date and signed or stamped by the child's physician. Failure to keep records updated can prevent you from being able to attend the program. **All children enrolled will begin on a 90-day probationary period.**

Family Orientation:

Once a member of the management team has contacted you and confirmed your enrollment at the center, an orientation/walk through will be scheduled. This visit will give you the opportunity to meet your teachers and ask questions prior to your first day. You will return and review any paperwork that is needed at this time.

Registration and Supply Fees

Initial registration fee and the first week of tuition are required to hold enrollment space until the requested start date. Failure to start on date set, can result in restricted availability, delayed start date, or change in tuition rate. These fees are non-refundable. To provide our excellent curriculum and activities, we require an annual Supply Fee, which is due each fall.

Tuition Payments

Payment must be received prior to the first day your child attends. Thereafter, tuition is due weekly on Mondays. When withdrawing your child from the center, a written two-week notice is required. If no notice is given, you will be required to pay tuition for the additional two weeks.

- Tuition is based on enrollment NOT attendance. Full payment is required even if the child is not in attendance, regardless of absences or closings.
- No credit will be given for illness, center closing due to an emergency, or inclement weather. DTDBAMA reserves the right to close the center for weather or safety-related reasons.
- Tuition can be paid through automatic bank drafts. This is what is recommended and preferred. If the draft is declined, an NSF fee will be charged. We reserve the right to discontinue auto drafts due to multiple NSF fees and require cash payments.
- Cash and checks are accepted but not recommended.
- Credit cards are accepted-Visa & MasterCard only. 3.5% convenience fee applied to the total transaction amount. Cards are processed on Friday prior to the upcoming week's tuition.
- Non-payment of tuition is grounds for immediate dismissal from the center.
- Any account paid after Monday will incur a late payment fee regardless of attendance.
- We reserve the right to disenroll or refuse services due to non-payment.

Tuition and Fee Changes

We reserve the right to adjust tuition and other fees at any time.

A tuition sheet for each location is available from center management.

Disenrollment

We require a two-week written notice to be given if a family ends enrollment at the center (including when a child leaves the center to attend kindergarten). Payment of tuition for these two weeks is required even if a family leaves prior to the end of the two-week period. We reserve the right to disenroll any family for any reason deemed necessary, including non-payment of tuition or other fees, disruptive or dangerous behavior as deemed by center staff, or the inappropriate or disruptive behavior of a parent/guardian that interferes with the operation of the center.

POLICIES AND PROCEDURES

Drop Off and Pick Up

Hours of Operation

DTD centers are open Monday-Friday. DTDBAMA, INC centers are open 7am -6pm. Please refer to the list of closings later in this handbook.

Security Codes and Entry

Safety and security are very important at our centers, which is why each family will have their own security code or fingerprint passcode to enter the building. If using a code, please do not share your code with anyone other than people who will pick up your children. Guests will be able to ring the bell and gain entry. Guest MUST provide ID when picking up. Children must be signed in and out daily as required by state regulation.

Absences and Late Arrivals

If your child will be absent, we ask that you notify us so that we can prepare for adequate staffing. If you are dropping off after 10am, it is required that you call the center for us to keep an accurate count of lunch and snack. This should only be special circumstances such as doctor's appointments. We expect all children there by 10:00a.m. daily or they will not be permitted to attend that day.

Release of Child Policy

Please inform your child's teacher or center management if someone other than you will be picking up your child. You will be asked to provide names of those individuals who are approved to pick up your child in the application procedure. DTD reserves the right to refuse to release a child to a person who appears physically, emotionally, or mentally unable to provide adequate care for the child as judged by the staff member responsible for the child. We will not be able to release a child to an adult who appears intoxicated. Any court-ordered or court mandated documented pick-up restrictions on either birth parent or legal guardians must be supplied to the center to be implemented. Failure to follow this policy can result in dismissal from the program. We reserve the right to ask for identification from any individual picking up a child from our program to verify authorization.

In the event an unauthorized person requests release of a child, authorization may be obtained by calling the parent/guardian.

- (i) The child care agency shall document the date and time of the contact, to who he/she spoke, and to whom the child was released.
- (ii) The child care agency shall verify the identity of the unauthorized person by requiring presentation of a photo identification.

Observation of children / Third party visitors

Written parent permission will be required for all non-agency employees who are on the premises. This includes non-childcare agency employees who are coming to observe children. A background check will be requested prior to admission.

Late Pick Up

Late pick up fees are put in place to cover the staff after the center closes. \$10.00 for the first 5 minutes past 6:00 pm, then \$1.00 per minute after that. Payment will go directly to the teacher who stays with the child. At 6:30 pm, if the child has not been picked up and we are unable to reach you, the authorities will be called as required by the state regulations. We reserve the right to disenroll for excessive late pick up.

Dress/Attire

Part of creating childhood means FUN! When choosing your child's clothing, keep in mind that sometimes our fun can be messy! For this reason, please follow our clothing policies to ensure your child has the best experience.

- Please dress your child in seasonally appropriate and comfortable play clothes.
- Each child should have at least one, preferably two complete changes of seasonally appropriate play clothing, including socks and shoes, in his or her cubby always. (The number of spare sets needed may increase during potty training.) Please be sure to replace any articles of clothing that are used from the spare set.
- During the summer months, we will have water play. We will notify you of the times for water play so that you may provide a swimsuit, secure water shoes (i.e., closed toe with a backstrap), and towel.
- Please label ALL items (including clothing, coats, hats, bottles, baby food, bags, and sippy cups) that you bring to the center with your child's first and last name.
- All children will go outside daily, and MUST wear secure shoes (i.e., closed toe with a backstrap) at all times.
- Children may not wear necklaces (including teething necklaces), bracelets, or watches.
- All children should wear closed-toed shoes with a back strap. No flop flops.

Personal Belongings

Please refrain from allowing your child to bring personal belongings to the center other than those we request (see below). For the safety and well-being of all the children in our center, we ask that you do not allow your child to bring toys from home except on special "sharing" days. We are not responsible for personal items or toys from home that get lost or broken. Any items brought for a special reason requested by teachers need to be labeled appropriately with the child's first and last name. Labeling all your child's items is the best way to ensure they do not get misplaced.

Infants (6 weeks - 12 months)

Please bring the following supplies, **labeled with your child's first and last name**:

- Prepared bottles- Breast milk should be brought in pre-made bottles ready to warm and serve. These will be refrigerated immediately until feeding time.
- All bottles/nipples must be in good condition. Bottles, nipples and pacifiers are checked upon arrival. If wear/tear or damage is found the item will not be used.
- If your child uses formula, bottles should be brought in ready to feed and labeled with your child's name. We provide whole milk for infants no longer on formula, but you may bring labeled milk from home if you wish.
- Two complete changes of seasonal clothing
- Diapers and wipes
- Any unopened cereal or jar food. State law prohibits the center from accepting any opened baby food of any kind, except for homemade baby food

Sudden Infant Death Syndrome (SIDS) special note:

We are proactive against SIDS. Cribs will only contain a sheet per state regulation. Mobiles, stuffed animals, extra blankets, and propping will not be allowed. Infants in cribs are checked at a minimum of every fifteen minutes during napping times.
No teething necklaces, pacifier clips or wubbaNubs.

Toddlers and Twos (12 months - 2 years)

Please bring the following supplies, labeled with your child's first and last name:

- Diapers and wipes
- A complete change of seasonal clothing including socks and underwear (if applicable)
- Sippy cups are provided. We provide milk, meals, and snacks for toddlers
- We provide a sheet & light blanket for use on our nap cots/mats
- Pacifiers may be used in the Toddler classrooms at nap time only. No pacifiers will be allowed in the preschool classes.
- Children 2 and up should have pull ups that easily detach at the sides. This will help with potty training.

Preschoolers (3 years - 5 years)

Please bring the following supplies, labeled with your child's first and last name:

- A complete change of seasonal clothing including socks and underwear
- We provide a sheet & light blanket for use on our nap cots/mats
- All children **3 years of age** and older we need to be potty trained prior to moving into a room without a changing station unless they have a medical reason. Our facility and program are not designed for potty training in the older preschool rooms.

Communication and Parent Involvement

Communication

Communication with our families is a top priority. We have an open-door policy at our centers. We provide parent emails and electronic daily sheets with detailed information about your child's day. Electronic daily sheets will include details about meals, snacks, diaper/potty, nap times, activities, your child's behavior, and activities, and needed items (diapers, wipes, clothing, etc.). Information is logged in the app when time allows and not always live. In case of system failure, a paper copy will be provided. Fall & Spring Conferences will be offered as well to discuss this information. We are also happy to schedule parent meetings as needed to help resolve conflict and better serve our students. Please provide your child's teacher with any special instructions to help us serve your child better.

Conflict Resolution:

DTD wants to resolve conflict in a timely manner that allows both families and staff to offer feedback that works to better serve the children in our care. If a conflict arises, we will follow the steps listed below to resolve it as quickly as possible. Effort will be made to be fair, impartial and respectful of all parties involved.

1. Center management will meet with the family to discuss the concern.
2. Families will be offered the opportunity to speak with the child's teachers.
3. Specialty resources will be offered/scheduled on an as needed basis.
4. If a resolution has not been reached after the first three steps, the Regional Director will intervene.

The Center management reserves the right to discontinue care, employment, issue a warning, or issue a probationary period if needed.

Child Assessments

In continuing to provide the best educational experience for your child, we offer periodic developmental assessments throughout the year. In addition to the assessments, we offer conferences to discuss your child's development and to work with your child's teacher on special projects and activities uniquely designed for your child. This is also an opportunity to address any questions or comments you have. Conferences may be held at any time throughout the year, at either the request of the parent or the teacher. Each center will have at least one assessment date and they will be posted for you to sign up for a conference.

Please remember, drop-off and pick-up times are considered transition times for a classroom and can be busy. These transition times are not the best time to address your child's growth or development. Please let a management team member know your question or request to schedule an appropriate time to discuss your child's needs.

Confidentiality Policy

Staff will have conversations with parents concerning only their child. We will not discuss other student's progress, behavior, or accidents with anyone other than the appropriate parties. Behavior issues with other children will

NOT be discussed for any reason. Failure to follow this policy can result in disenrollment from our program. Personal info is NOT sold or shared.

Family Participation

We welcome family participation in your child's class and for the improvement of our program. Our center has an open-door policy. In addition to our Family Advisory Board, we have several regular opportunities for class participation, such as reading in your child's class, sharing special family traditions or cultures, assisting with parties and open houses, and volunteering in the class. Additional ideas and suggestions are always welcomed and appreciated, and surveys will be sent out to offer an opportunity to give feedback. We will also offer workshops throughout the year for families.

Community Outreach

DTD centers are active in the community in many ways. We believe community outreach is a wonderful way to teach children the importance of citizenship, compassion, and community. Each center participates by hosting drives or other charitable events.

Breastfeeding:

All DTD centers will offer a space for nursing mothers that is private and comfortable. Please speak with center management to discuss this.

Birthdays and Special Events

Birthday Policy

We love to celebrate! If you want to celebrate your child's birthday with the class, feel free to bring in non-food items such as party plates, cups, favors and etc. Your center will provide snacks. Any food items brought in **MUST** be store bought for management to check ingredients for allergens. **Please remember we are a nut free company.** You are welcome to stay for the celebration. Please discuss plans for the party with your child's teacher, including date and time, class allergies, developmentally appropriate food choices, and favors. Center management may approve individual plans. If you are handing out favors or invitations to parties outside of the school, you **MUST** bring enough for each child in the classroom, or the school cannot distribute them. Party favors will be given as the children are picked up for the day.

Holidays and Special Events

We will also celebrate holidays and special events. You will receive communication about specifics prior to the event.

Balloon Policy

Mylar helium balloons are the only type of balloons allowed in the school. Rubber or latex balloons are NOT allowed because of a potential choking hazard.

Nut-Free Commitment

DTD centers are completely nut free. Please refrain from bringing lunches, snacks or food for parties or other celebrations that contain any kind of nut. This would include peanuts (including peanut butter), hazelnuts (including Nutella™ and similar products), almonds (including almond milk, cashew milk), cashews, pecans, pistachios, walnuts, etc. During special celebrations, any items brought into the center **MUST** be store bought and sealed. Once brought to the center, **you will drop off the items at the front desk.** Please refrain from removing the ingredient labels, as this is how we will double check before delivering to the classrooms.

Due to continual changes in manufacturer's packaging and processing, please read the ingredients label of your food chosen to ensure that it does not contain any of the following: peanuts/nuts, peanut/nut butter, peanut/nut oil, peanut/nut flour, peanut/nut meal, or "may contain traces of peanuts/nuts," or "may have been

manufactured in a facility where a nut product is produced or is manufactured." If any of these are listed on the food items or we do not have an ingredient list to check, the food items will not be consumed and will be left in the kitchen.

We thank you in sharing our commitment to ensuring a safe environment for all of our students and staff!

Diapering and Toilet Training

Diaper Changes/ Cloth Diapers

Part of our high standard of customer service is ensuring that all children are properly cared for. For children still in diapers, cleanliness is an essential factor of maintaining an appropriate level of care. Therefore, diapers/pull-ups will be changed when soiled or at minimum every two hours. Diaper changes will be noted on the child's daily activity sheet. The TN Diapering System will be used for all diaper changes. If you choose to use cloth diapers for your child, we ask that you have a plastic cover with insert over them and bring a sealable bag to enclose them in. We cannot discard human waste from cloth diapers as per state regulation.

Toilet training

When you are ready to start toilet training your child, we ask that you let us know what routines you are using at home so the teacher can do the same in the class. Consistency is key when toilet training. Please bring any supplies such as a few pairs of extra clothes, including socks and shoes, to put in the child's cubby for any accidents. (Extra resources are on our website, under "resources"). Children will begin training in the Preschool 1 classroom. Pull ups with detachable sides will be required. All children 3 years and older will be expected to be potty trained prior to moving into a classroom without a changing station. Please speak with your center Director if your child has developmental or medical reasons for not being potty trained.

Transitions

Transitioning into school/another classroom

As your child grows and develops through our school, he or she will transition from one class to another. We strive to make this as stress-free as possible, not only for the child but for you as well. There are many decisions involved in promoting children to the next class. Children are assessed by age as well as terms of their development. Interest level in the classroom activities is also taken into consideration. The classroom teacher and family will be consulted. When the final decision is made, you will get a transition letter that includes information about the next room. There will be a transition period to ensure that the child feels comfortable with the change. We will provide a transition form that details the plan for your child prior to the first visit to the new classroom. We help and encourage families to be involved in the process. We also offer a summer kindergarten readiness program that is designed to prepare all children who will be leaving the program for kindergarten. This program helps children and families transition to Elementary school.

Discipline and Behavior

Discipline Policy

Discipline is always in a manner which protects your child's dignity and well-being. Discipline will not be embarrassing, or abusive, and physical punishment will never be allowed. Discipline will be consistent and fair.

The staff will use positive reinforcement and re-direction techniques. First, the child will be redirected verbally. If the behavior continues, the child may be separated from the group, but still within the classroom. If behavior escalates, cannot be controlled, or becomes violent towards other or self, the Director or Assistant Director will be involved and may contact parents to get involved in the process. This may include the request for the child to be picked up for the day. Behavioral issues that cannot be resolved, cause safety concerns or that are continuous may result in dismissal from the center. Please see below for further details on behavior issues or expulsion. All children are on a mandatory 90-day probation when enrolling.

Biting Policy

Biting is an age-appropriate stage of development for infants, toddlers, and on occasion preschoolers. In a group setting, most children will attempt biting at least once. When biting occurs, our focus will be on the children to determine why biting took place and what we can do to help. We reserve the right to send a child home for multiple biting incidents in the same day. Communication between teachers and families will be a key aspect in reducing this behavior. In some cases, management may dismiss a child if biting is excessive or aggressive.

Suspension and Expulsion Policy

We understand that children develop at different rates and demonstrate individual areas of strength. As staff, we want to ensure that each child can fully and safely participate in and benefit from daily activities at our center. We want to be sure to address any developmental challenges and/or maladaptive behaviors that may be causing distress in the classroom environment as early as possible to avoid suspension or expulsion from the program. Our goal is to incorporate positive discipline daily and to foster good relationships with parents to focus on preventing suspension or expulsion. All staff are aware of the expulsion and prevention policy.

Our staff will receive professional development to make sure that they have the competencies needed to provide a developmentally appropriate and stimulating learning environment. They will offer a classroom schedule that meets the needs of the children in their care and set appropriate expectations.

If staff members have concerns, we will use the referral process listed below. This process was put in place to help us guide and monitor our work together as we develop specific strategies, modifications, interventions, or support that may be implemented in the classroom. This collaboration may also include any other education professional and resources necessary to support the child. The referral steps include:

- Written documentation: The teacher will fill out a behavior form for the student. This document will address the focus of concern and will identify any challenges that the student may be having in the classroom and the impact it has on their safety or learning (or the safety and learning of others).
- Observations and/or assessments will be completed center management regarding the intensity, frequency, and duration of the challenges.
- Center management (in conjuncture with staff) determines strategies that need to implement to help the child, and contact will be made to set up a meeting with the family.
- Families will be made aware of the tentative plan and the interventions if any are needed.
- Teachers and center management will implement agreed upon interventions for appropriate time. This may include additional support to teachers via CCR&R, behavioral consultants, and community resources. We will make reasonable accommodations to allow for progress.
- Management will monitor interventions and have follow up conferences or communications with families as needed.
- Families will be offered engagement opportunities

Parent Tool Kit

www.parenttoolkit.com

We will make every possible effort to work with the child, the family, and appropriate professionals. If administration deems that the child is still not showing progress, we may not be the most appropriate setting for the child. A clear plan and timeline will be discussed to allow for progress and improvement.

Please note, if harmful or unsafe behaviors are being displayed (to self or other children or educators) the child may be immediately and without prior notice disenrolled from our program. The above steps are not

mandatory, and a decision can be made immediately by center management to terminate enrollment. Our center needs full family support to ensure that the child benefits from such intervention. Lack of family support or communication may require that your child is dis-enrolled from the program.

Safety and Child Abuse Prevention

Video Monitoring

Closed-circuit is provided for on-site video monitoring. For the protection of our students, external access is restricted. Video footage will not be shared to protect the privacy of the children on the film.

Child Abuse Policy

We will comply with all State laws in reporting any suspicion or evidence of child abuse. Our staff has been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, the law requires us to report all suspected cases of abuse or neglect. The Child Abuse Hotline (or 1-800-4-ACHILD) will be contacted, and a report will be filed. A report will be made to the police if necessary to ensure the safety and well-being of the child. The Department of Human Resource Services will then be notified, and an incident report will be filed within 24 hours.

School Closings

Holiday Policy

We will observe and be closed for the following Holidays/Events:

- New Year's Day*
- Martin Luther King, Jr. Day
- President's Day
- Good Friday
- Spring In-Service Training (Friday before Memorial Day) *Closing at 4:00pm the night before (Thursday)
- Memorial Day
- Independence Day*
- Fall In-Service Training (Friday before Labor Day) *Closing at 4:00pm the night before (Thursday)
- Labor Day
- Thanksgiving Day and the Friday following
- Christmas Eve*
- Christmas Day*
- New Year's Eve - closing at 4:00pm if it falls on a weekday

*Note: Holidays listed above that fall on a Saturday will be observed on the Friday before, and those that fall on a Sunday will be observed on the Monday that follows.

Vacation/ Break Policy

DTD requires 52 weeks of payment regardless of attendance. You can choose to dis-enroll during extended breaks instead of paying the fee, but we cannot guarantee space will remain available upon your return and will be subject to new tuition rate. *As a reminder, tuition payment is for enrollment in our program and not for attendance.*

Inclement Weather Policy

Normal hours of operation are subject to change at any time to ensure the safety and well-being of your children and our staff. Emergency conditions cannot always be predicted with accuracy, so please be prepared for short notices in snow or ice days. Due to the unavoidable occurrence of emergency weather conditions, please remember any closure is to protect the well-being of the children in our care.

To get the news out quickly there are several ways we will contact parents about closings:

- Mass text alert and mass email: Please make sure management has the correct contact information for your family.
- Social Media: We will post closings on our Instagram page. Make sure to follow the Instagram page.

Illness and Medical Records

Illness Policy

We will communicate with you about any health issues that are noted while your child is at our center. As a courtesy to all children and staff, please keep the staff informed about any health issues your child may have. To protect the health and well-being of all children and staff within our center, the following health procedures and policies will be followed:

- We cannot admit a child who has any contagious illnesses or symptoms, including but not limited to:
 - A fever over 100.4 degrees
 - Vomiting
 - Diarrhea, 2 or more occurrences
 - Open sores & mouth sores
 - Unexplained or communicable rashes
 - Severe mucus drainage or mucus green in color
 - Conjunctivitis (a.k.a. pink eye)
 - Any other questionable symptom

If your child becomes ill with any of the above while at the center, we will notify you and the child must be picked up within one hour of contact. DTD reserves the right to require a child to be picked up immediately for suspected contagion. You will be notified should your child be exposed to a contagious illness. Failure to follow this policy can result in dismissal from our program.

Your child must be symptom and medication free for 24 hours before returning to the center.

We reserve the right to request a physician's statement prior to readmitting a child to the center. DTD does not administer medication to any child without proper authorization. (See Medication Policy)

COVID 19

Please contact your center to discuss a timeline for your child to return after being diagnosed with COVID 19.

Lice Policy

Children must have proof of treatment and be nit free before returning to the center. A member of management will check to make sure child is free of lice upon return to school.

Medication Policy

We do not dispense any over the counter or prescription medication other than REQUIRED medical equipment or emergency medication for life-threatening conditions that is supported by written and signed emergency medical plan from a physician that is kept in your child's file.

Allergies and Special Dietary Requirements

For children needing substitution of menu items, we will provide one when possible. There are exceptions to ability of substitutions, so we ask that you communicate any dietary needs to management. Families are responsible for supplying an USDA approved substitution for their child while in our care. Please keep allergens in mind when providing meal substitutions for your child.

Shot Records

An Immunization Certificate with current physical is required upon enrolling and must be attained before your start date. Immunizations must be kept up to date according to State Law. Your child will not be allowed to remain in the center without up-to-date immunization/physical records or an exemption.

Accidents and Emergency Procedures

Accidents/ Incidents

Safety is an important part of our program. We believe it to be our top priority to keep your children safe each day. Although we have many procedures in place to prevent accidents, sometimes accidents are unavoidable as children explore and develop. In the event your child has a minor injury such as a bump, scrape, bite, etc. we reserve the right to treat your child with the proper first aid care and will contact you to inform you. We will also fill out an accident/incident report that will need to be signed by you or the person picking up your child that day. This must be done for any incident or accident in accordance with state regulation.

Emergency Medical Procedures

If your child requires emergency medical treatment, center staff will call 911 immediately. If your child requires emergency ambulance transportation, the ambulance drivers will transport your child to the closest local hospital at their discretion and depending on the speed with which your child must be treated. Decisions as to the necessity of emergency medical treatment will be made by the Director or Assistant Director, or another staff member standing in their position. Parents or legal guardians of the child will be notified as soon as possible and will be responsible for all medical expenses related to the child's injury including any medical transportation. It is the parent or legal guardian's responsibility to provide insurance information to medical personnel. Our employees are not responsible in any form for medical or transportation expenses.

Man-Made Disaster Plan

In the event of a man-made disaster, such as a chemical spill, gas leak, etc., the following procedure will be followed: The children will be evacuated by employees and be transported in employee's automobiles to an alternative facility. All parents will be contacted and informed of the evacuation. Families will be given instructions on how they can pick up their children. An incident report will be filed with Department of Human Resources within 24 hours of the incident.

Natural Disaster Plan

In the event of a natural disaster (e.g., tornado, threatening winds, etc.), the children will be moved to an inside room or area of the center in accordance with the center's approved emergency action plan. Once the school is under lock down, no children can be released, as per state regulation. In the event the situation requires evacuation, the same procedure used for a man-made disaster will be followed. An evacuation plan is posted in all classrooms. Families will be notified as soon as possible. The Department of Human Resources will be informed in the event of an actual disaster, and an incident report will be filed within 24 hours. We will also follow a schedule of safety drills, such as fire and tornado drills, throughout the year to maintain preparedness for any emergency.

Infants

Infant Section

We have several specific policies in place to ensure the safety and wellbeing of our infants. We follow all **Infant Safe Sleep** practices.

- Infants must immediately be transferred to a crib if sleeping
- Teachers may not swaddle children, but sleep sacks are permitted if sleeveless
- No glass bottles or containers are allowed in the classrooms
- We are cloth diaper friendly! Please bring a plastic cover over the diaper along with a bag to enclose them in with your child's name on it
- We do not allow rice, food, or medicine in the bottles
- We do not allow pacifiers with animals/clips attached in cribs

- We have individualized infant plans, however if the child is hungry, we will feed on demand as per state regulation

Miscellaneous

Social Media Policy

Follow us on Facebook, Instagram, and Pinterest! We do not allow teachers to put pictures of your children on their personal Facebook. We ask that you do not post pictures of children other than your own in social media without consent from that child's parent. Upon enrollment, you will need to complete and sign a photography waiver. Negative posts regarding the center or staff may result in a termination of enrollment.

Sunscreen/Bug spray Policy

During the summer months, the children are frequently outside exploring and learning. We typically apply bug spray and/or sunscreen during the months of May through August. Both will only be applied in the afternoon. These will be supplied by the center and families must sign a consent for us to apply it. You can find information about the brand used at your specific location. Please see center management for medical allergies to products.

Family recruitment of Staff

Our policy states that recruitment of any staff member is not allowed. DTD has incurred costs that factor into employing qualified staff members and we do not permit solicitation of said staff. If a staff member is solicited, you agree to pay DTD a minimum of \$1,500 plus any legal fees or court costs caused by this breach of terms. By acknowledging the receipt of this handbook, you agree to our non-recruitment policy listed above. This policy excludes evening and weekend times outside of our normal operating hours. We highly discourage staff being hired as babysitters.

Policy Changes

Policies are subject to change at any time. Every effort will be made to notify families in a timely fashion of any changes to the policies or procedures. An updated version of this handbook is always available online. Handbooks are reviewed and updated as deemed necessary by the State and Company.

DAILY ROUTINE

Meals and Snacks

We provide nutritious meals and snacks throughout the day. Menus are posted for your reference. Any changes in items served will be communicated. Meal and snack times are scheduled according to a group's age and developmental level. Please alert the staff concerning any special dietary needs or food allergies. Families are responsible for all meal substitutions. If you are providing lunch from home, please see USDA Nutritional recommendation for guidance. We will also require a physician's note and DTD food substitution form since all substitutions should be for medical reasons.

Rest Time

Rest times are scheduled in the middle of the day after lunch as required rest time per state regulation. Rest times will vary according to the group's age and developmental level. Children will be offered two hours of naptime. Children are not required to sleep but must rest quietly as to not disturb other children who are sleeping.

Outside Play

We have separate, age-appropriate playgrounds. During a normal daily routine and weather permitting, children will play on the playground two times per day, in the morning and again in the afternoon. If weather conditions do not permit outdoor play, other gross motor activities will be substituted. In accordance with state regulations, all children must have outside times if weather permits. We cannot restrain or exclude a child from having outside play time unless it is due to weather restrictions as outlined in the state regulations.

Sample Schedule

The following sample schedule is presented here to give you an idea of what your children will be doing throughout the day. Schedules are designed to be appropriate for the age and developmental level of the group. Please check with your child's teacher to see their regular schedule.

Sample Schedule

Opening-8:30 Arrival/ Free Play

8:30-9:15 Breakfast

9:15-9:45 Circle time/ Free Play

9:45-10:30 Small group focus/ Free Play

10:30-11:15 Outdoor Play (weather permitting)

11:15-11:45 Lunch

11:45-12:00 Prepare for Rest

12:00-2:00 Rest Time

2:00-2:30 Wake up/ Prepare for snack

2:30-3:00 Snack

3:00-4:00 Small groups/ Free Play

4:00-4:30 Outdoor Play

4:30-6:00 Group activity

Learning Zone Parent Handbook Acknowledgement:

I have read the Parent Handbook with policies and procedures and have received a copy.

Child's Name: _____

Parents Signature: _____ Date: _____

School Management Signature: _____

