

**Tuacahn ChildCare  
Day-time Child Care Center**

**Parent Handbook**

6/5/2019

# Table of Contents

Welcome:	2
Mission:	2
Goal:	2
Philosophy:	2
Brightwheel App:	2
<b>Tuacahn Childcare Center Safety Policy:</b>	<b>3</b>
Access to Center:	3
Alternate Drop-Off or Pick-Up:	3
Protection of Minors Provision:	3
Ratios and Class Size:	3
Accidents:	3
Emergency Preparedness:	4
<b>Other Tuacahn Childcare Policies:</b>	<b>4</b>
Tuition and Fees:	4
Late Pick-Up:	4
Disenrollment:	4
Holidays:	4
Inclement Weather:	4
Drop-Off and Pick-Up:	4
Parent Involvement:	5
Communication:	5
Confidentiality Policy:	6
Outdoor Play:	6
Clothing:	6
Diapers:	6
Toilet Learning:	6
Personal Belongings:	6
Food:	7
Medication:	7
Illness:	7
Discipline/Guidance:	8
Biting:	9
Birthdays:	9
Balloon Policy:	9
Daily Records:	9
Babysitting:	9

# Welcome

Welcome to Tuacahn ChildCare.

We ask that you read this Handbook and feel free to ask questions.

***Mission:*** Our mission is to provide individualized curriculum in a safe, nurturing environment that encourages creativity and an appreciation for the beauties of nature.

***Goal:*** Our goal is to provide a safe, secure environment for your child that fosters physical, social, emotional, and cognitive development. Parents, as a child's first and most important teachers, you are an important part of our program. While you are participating in the program, we hope to develop a partnership between home and school which benefits the development and growth of your child.

***Philosophy:*** Learning through play is viewed as the cornerstone of the curriculum. Adults provide protection, security, stimulation, support, limits and affection. Children are respected as individuals within a child-oriented rather than teacher-directed program. At Tuacahn ChildCare, children are given the opportunity to explore materials and participate in a variety of experiences. Activities are carefully planned and implemented in an open-classroom setting. Children are free to choose from age appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play.

Children develop self-esteem, independence and problem-solving skills as they make choices and assist in planning the environment and the activities. Our primary goal is for children to feel safe and secure. Prior to being independent, a child must know that he or she can depend on adults and a predictable environment. Children are treated with respect and kindness.

We recognize that children develop at different rates and have different interests. Small group size and appropriate teacher-child ratios allow for meeting the individual needs of each child. Learning and playing are not limited to the classroom. Children participate in the outdoor environment each day. Infants are also taken outside for walks in a stroller or in the arms of a teacher.

***Brightwheel App:*** We use Brightwheel for recording and tracking daily events and activities in the classroom and managing administrative tasks. As a parent, you will get private, real-time updates on your child, delivered to your mobile device throughout the day. With Brightwheel, you can receive daily updates and photos, stay connected with your child and the ChildCare staff, check-in and out digitally, message the center and have a secure, online system for paperless billing. The app is free to download and available on all app platforms. Parents are invited to download the app by text and/or email when they have submitted the admission form.

# Tuacahn ChildCare Center Safety Policy

We are committed to providing a safe environment for the children who are enrolled as well as the staff members.

*Access to Center:* The parent or guardian will sign the child in and out each day. Children must not enter or exit the building alone. It is important that contact and communication are made between the guardian and the teacher, never leaving the children unattended at drop-off and pick-up times. Children will not be released to anyone other than a parent or pre-authorized adult.

*Alternate Drop-Off or Pick-Up:* Parents and guardians may authorize other adults to drop-off or pick-up a child. A child will be released only to person(s) listed on the admission form or added into the student information on Brightwheel. Parents will inform the staff using the Brightwheel app, of the days the alternate person will drop-off or pick-up the child. The alternate person will show identification at the front desk and sign the child in or out. When they have been entered into the Brightwheel system, they will have a unique 4-digit code that will be used for check-in/out. This acts as a signature of authorization. Do not give your check-in/out code to anyone else to use. It is important for our records to be able to see specifically who was with the child.

*Protection of Minors Provision:* Tuacahn personnel adhere to Utah state law on mandatory child abuse reporting to either the appropriate law enforcement agency or the state hotline operated by the Department of Children's Service. If you have reason to believe abuse or inappropriate behavior has occurred concerning a minor participating in a Tuacahn ChildCare Center program, please consult the program director.

*Ratios and Class Size:* We are committed to providing staff to children ratios well within the state guidelines. There may be a waiting-list for most age groups. Waiting-list priority is given to children of Tuacahn employees and siblings of children enrolled at Tuacahn ChildCare.

*Accidents:* If your child is involved in a mishap that requires any type of attention or first-aid, and we do not feel that you need to be called, you will be notified on the Brightwheel app. You will be notified of what happened, where it happened, and what action was taken. Should an accident require emergency medical treatment, the child will be taken to the hospital emergency room. The parents will be contacted immediately to meet a staff-member and the child at the emergency room. If neither parent can be reached, we will call the emergency contact person designated on the child's information sheet. When you sign your child's information sheet you are authorizing us to implement the plan described above.

*Emergency Preparedness:* Staff is prepared to deal with a variety of emergency situations. During all circumstances, teachers will remain calm and stay with the children. Parents will be

notified, and if necessary, asked to pick-up children. Authorized pick-up procedures will still be required at this time.

## **Other Tuacahn ChildCare Policies**

*Tuition and Fees:* Tuition is on a pre-pay basis. All fees are due regardless of attendance. There will be no reimbursement for unused childcare due to illness, vacation or other absenteeism. A 50% credit may be applied for absences due to illness, upon request at the managers discretion. The expenses of providing a developmentally appropriate program continues daily, whether a particular child is in attendance or not. Tuition is payable in advance. Parents will be notified when payments are past due. If an account is two months past due, parents may be required to remove their children from our program. There is a \$20.00 returned check fee.

*Late Pick-Up:* The Center closes at 6:00 p.m. daily. If you are running late, please notify us through the Brightwheel app or call the Center. There is a \$5.00 per 15 minute late pick-up fee which is payable within 24 hours of billing.

*Disenrollment:* All children who are accepted and enrolled in the Center and are regularly attending will be guaranteed a spot as long their tuition is current. Parents are required to submit a 30 day written notice or monetary equivalent when a child is withdrawn from the program. This practice allows the Center time to contact those on the waiting-list.

*Holidays:* The Center is normally open Monday through Friday, 7:00 am to 6:00 pm. Parents will be notified if there is a change of hours and when the school will be closed for holidays or other events.

*Inclement Weather:* The Center will be open unless both Tuacahn Center of the Arts and Tuacahn High School are closed. In the case of an emergency closing, parents will be notified through the Brightwheel app.

*Drop-Off and Pick-Up:* In order to assure the safety of your child, we ask that you sign your child in and out each day. A tablet with the Brightwheel app is located at the desk in the lobby as you enter the Center. After signing-in, your child will be taken to the designated classroom or area. Please do not allow children to enter the building or classroom alone. We understand that it can be difficult getting everyone going in the mornings. Morning check-in time is an extremely busy time for us as well. Our morning snack at 10:00 will be the first opportunity children will have to eat, so we ask that you have children dressed and fed before dropping them off. We also ask that parents remain in the drop-off area and not come into the table area with your child.

Difficulty with separation is not unusual for children, especially during their first weeks of attendance. Please help prepare your child for your departure. Do not try to “sneak away” or “slip out” as this action creates anxiety for your child. Tell your child that it is time for you to go to work, then leave. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A teacher will be happy to assist you if necessary and help your child settle into an activity. If a child is upset when you leave, please know that children usually calm down and are participating before a parent reaches their car. Please feel free to message us on Brightwheel at any time to check on your child.

Some parents find it beneficial to gradually phase their child into the Center. This process may include several visits prior to the first day of attendance and perhaps staying only through lunch or nap time on the first day. Phasing-in assists not only the child’s adjustment to a new schedule and new program but also the parent’s.

Please check your Brightwheel app each day for messages and check for artwork, or other take-home items.

*Parent Involvement:* The Center is focused on the child, while providing a supportive environment for both parents and teachers. Your involvement is both welcomed and encouraged. We keep you informed of classroom and Center activities through the Brightwheel app and monthly newsletters. Please know that you are welcome to visit the center at any time. If you wish to join us for lunch, 24 hours notice is requested. You may also be asked to assist with special classroom activities.

Please remember that drop-off and pick-up times are very busy periods in terms of transitions and adjustments. These periods are not the best times to discuss your child’s progress or growth especially if he or she is standing with you. The best way to address questions or concerns is by sending a message on the Brightwheel app or calling the office and leaving a message. When the classroom is quiet and the children situated, the teacher can return your message or call. Please do not call caregivers directly, since the teachers are focusing on all children in their care.

*Communication:* Communication is essential as we work together to meet the needs of your child. The monthly newsletter and Brightwheel messages are the ways we notify parents of policy changes, important dates and information pertaining to your child and their care. Please read them. Check the messages on Brightwheel prior to bringing your child each day. Please leave a message on the Brightwheel app or call, if you have any questions. We need and welcome your input. Should you observe any area or piece of equipment that needs maintenance or repair, please alert the manager. If you have any questions concerning Center policy or practice, please ask the teachers or the manager.

*Confidentiality Policy:* The only information teachers should share with parents, is information concerning his or her child. Conversations about other children, other parents, co-

workers, and supervisors are unprofessional, a violation of Tuacahn policy, and in some instances illegal.

*Outdoor Play:* All children go outside every day. Please send labeled clothing appropriate for the weather. During a light rain, we may take a walk, so a raincoat is advisable. On snowy days, send boots, hats, gloves and layers of warm clothing. During the summer, we will have lots and lots of water play. The playground surface is often too hot for bare feet. We ask that children wear rubber-soled shoes for outdoor play. Sandals, “jellies”, “crocs” and flip-flops hinder a child’s ability to participate and often create safety hazards. You may provide a pair of water shoes that follow these shoe guidelines for water play. We feel that outdoor play is important for each child, each day. Please do not ask that your child stay inside, as we are not staffed for one-to-one care.

*Clothing:* All children need at least one complete, labeled change of clothing at the Center. As the seasons change, please check and change the outfits left at the Center. Young children may need several changes of clothing each day, especially those involved in toilet learning.

*Diapers:* Children in diapers or pull-ups are checked at least every two hours. If they are wet or soiled, they are changed at that time. Any time we know they are poopy or noticeably wet, they are changed immediately. We ask that parents supply us with a large supply of disposable diapers (no cloth) and wipes for your child. Diapers are only used for the child they are intended for. If we run out, we will use a back-up supply that we keep on hand. Parents will be notified when diapers or wipes are running low. In the event that we need to supplement diapers or wipes on a regular basis, the cost will be added to tuition.

*Toilet Learning:* We ask that you advise us when you are ready to begin toilet learning with your child. It is best if we can work together to create consistent routines and methods for your child. Please send children that are potty-trained or are potty-training in clothes they can get off and on easily by themselves (no onesies please). A copy of our potty-training policies is available as a printed document or an email attachment upon request.

*Personal Belongings:* We discourage children from bringing personal items as they often disappear or end up damaged. If your child does bring personal items, please label them with your child’s name. Labeling lunch bags, jackets and shoes will also help us get them home with the correct child. Please check the lost and found box. Periodically, unclaimed clothing and other items will be donated or tossed.

*Food:* The Center will provide a morning snack for children over two years old. Parents will provide lunch and an afternoon snack. Parents may be asked to avoid certain foods if children with allergies are enrolled. For children under two; Parents are required to supply all formula and baby food. Bottles will be refrigerated and warmed by the teachers. Empty bottles will be rinsed and sent home with your child.

**Medication:** Occasionally, children will need to receive medication while at the Center. If your schedule allows, you may wish to come during the day and give the medication yourself. In order for the Center to assume that responsibility, the following guidelines must be followed:

1) Prescription medication must be ordered by a physician for the child to receive the medication. Do not ask that we administer medication that was prescribed for another child or member of your family. Prescriptions must be in the original container with your child's name on the prescription.

2) No medication, whether prescription or non-prescription, will be administered to a child without written parental authorization. Permission to administer medication forms are available in the office. The medication form must include the following:

- A. Name of medication
- B. Amount of dose
- C. Time to be given
- D. Date(s) to be given
- E. Parent signature

Medication should be handed to your child's teacher rather than leaving it on the counter or in a bag. All medication must be in the original container with the child's name printed clearly on the label.

**Illness:** Children exhibiting symptoms of **any** communicable disease (listed or unlisted) will be separated from the other children and will need to be picked-up by a parent or other approved adult as soon as possible.

Children who are miserable due to an illness should not be brought to ChildCare even if the illness is not contagious. We do not have adequate staff ratios necessary to give sick children the one on one attention they require.

According to State Licensing Standards, a child must be fever free for 24 hours without the use of a fever-suppressant, before returning to the Center. Please do NOT administer a fever-suppressant and bring your child to the Center. This is unfair not only to your child but also to the other children and teachers. Listed below are the criteria for EXCLUDING ill or infected children from the Center:

**FEVER** Defined by the child's age as follows: Infants younger than 4 months 100F, 4-24 month olds 101F, older than 24 months 102F.

**SIGNS OF POSSIBLE SEVERE ILLNESS** Including unusual lethargy, irritability, persistent crying, difficult breathing.

**UNCONTROLLED DIARRHEA** Defined as an increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form that is not contained by the diaper or toilet use.



**VOMITING** Two or more times in the previous 24 hours, unless the vomiting is determined to be due to a noncommunicable condition and the child is not in danger of dehydration.

**MOUTH SORES** With drooling unless the child's physician has determined the illness not to be a communicable disease.

**RASH** With fever or behavior change until a physician has determined the illness not be a communicable disease.

**PURULENT CONJUNCTIVITIS** Defined as pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep, including a child with eye pain or redness of the eyelids or skin surrounding the eye.

**INFESTATION (e.g., scabies, head lice)** Until 24 hours after treatment was begun.

**IMPETIGO** Until 24 hours after treatment was begun.

**STREPTOCOCCAL PHARYNGITIS** Until 24 hours after treatment has been initiated and until the child has been fever-free for 24 hours.

**PINWORM** Until 24 hours after treatment was begun.

**RINGWORM** Until 24 hours after treatment was begun.

**CHICKEN POX** Until 6 days after onset of rash or until all lesions have dried and crusted.

**RUBELLA** Until 7 days after the rash appears.

*Source: American Academy of Pediatrics/American Public Health Assoc. Reference Standard (1990) in NAEYC's Healthy Young Children*

If your child becomes ill while at the Center, you will be called to pick-up your child as soon as possible. You will be notified should your child be exposed to a contagious disease. Please notify the Center should your child become ill so that we may notify other parents of a contagious disease. According to NAEYC's Healthy Young Children Manual, "children should be excluded if their illness prevents the child from participating comfortably in the program's activities." As you review the policy above, please keep this guideline in mind.

*Discipline/Guidance:* As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened eases the tension. A child may occasionally need to sit quietly in order to calm down and regain self-control. Children are never spanked, humiliated, or embarrassed. If the behavior is persistent, teachers will examine the environment and the events which surround the behavior. Through observation and discussion, teachers will decide the most appropriate way of dealing with the situation. Parents will also be asked to share their ways of dealing with difficult situations.

*Biting:* When a child is bitten, it is a traumatic situation for both children and both sets of parents. Yet, biting is not unusual behavior for pre-verbal children. They may become frustrated when they cannot say "Move", "I was playing with that", or "You are too close." Because they cannot speak, some children will bite. When a child is bitten, the area is cleaned and ice may be applied. They are held and consoled until they are ready to rejoin the group. The biter is separated from the group, told that biting is not allowed and that it hurts. Parents of both

children are notified through the Brightwheel app. If your child is biting, one way to stop the behavior is to encourage language development and using words.

***Birthdays:*** If you wish to celebrate your child's birthday at the Center, please discuss your plans with the Manager. They can advise you of any food allergies or scheduling conflicts. Your child's birthday may be celebrated in the classroom during afternoon snack time. If you wish to celebrate your child's birthday away from the Center, we cannot distribute invitations in the classrooms unless the entire class is invited.

***Balloon Policy:*** The Center allows only Mylar helium balloons. Rubber and latex are NOT acceptable due to the potential threat of aspiration.

***Daily Records:*** Teachers will keep daily records concerning your child's activities and behaviors during the day on the Brightwheel app. Special needs will also be noted on the app. We ask that you share information concerning any event or happening that may affect your child's behavior during the day. Were they up late? Is a parent ill or at home? Is your child teething?

As a parent, you have the ability to access your child's information on Brightwheel. Please check and update their general information frequently, as it is a daily reference for teachers and will result in better care for your child.

***Babysitting:*** Occasionally parents may ask teachers to babysit. The Center does not encourage this practice and assumes no responsibility for employees after their scheduled work hours. Additionally staff members are not allowed to transport children.