



Parent Handbook Policies and Procedures

Aunty K's Childcare, LLC.
Infants- Preschool
203 Dick Buchanan St,
La Vergne, TN 37086
615-213-0499

Infants-School Age
4050 Mercy Ct,
Murfreesboro, TN 37128
615-895-4741

“Aunty K’s Childcare, LLC. Does not discriminate against any person seeking entrance into our program on basis of race, creed, national origin handicaps, and/or religious beliefs.”

Welcome!

Aunty K's Childcare would like to take this opportunity to welcome you and your family to our center. The purpose of Aunty K's Childcare is to provide safe, high-quality care and education to families with infants through school age.

Family is very important to us here at Aunty K's Childcare. We understand that leaving your child in the care of others can be a difficult decision. Our highly-trained and dedicated staff will nurture and care for your child to help facilitate a smooth transition to Aunty K's Childcare.

This manual outlines what you may expect from our school and what we expect from you in return. We hope it will be helpful. Feel free to contact the Director with any questions in relation to our policies and procedures.

We hope your family's time at Aunty K's Childcare will be an enriching and delightful experience!

Mission

The main focus of Aunty K's Childcare is to provide care in a creative learning environment, which will assist infants through preschool and pre-K aged children in the development of the child. Special attention will be placed on growth in physical, social, emotional and intellectual/educational foundation. A progressive continual curriculum will be followed in a safe, secure and stimulation environment filled with opportunities to explore and experience as a means of growth and development.

Hours of Operation

Child care services are provided Monday through Friday from 6am-6pm
School age care (Murfreesboro) will also be conducted at these times. Daycare cut off time is 10am.

Holidays/Schedule Center Closings

The following holidays are listed below. If the holiday falls on a Saturday we will be closed on that Friday. If it falls on a Sunday we will be closed on Monday. There are some holidays that the center will remain open; while some holidays require us to close early.

- **New Year's Eve – Half day**
- **New Year's Day**
- **Martin Luther King Day**
- **Good Friday**
- **Memorial Day**
- **Juneteenth**
- **Independent Day**
- **Labor Day**
- **Thanksgiving Day**
- **Day After Thanksgiving**
- **Christmas Eve- Half Day**
- **Christmas Day**
- **Day after Christmas**

Admission & Enrollment

All admission and enrollment forms must be completed and enrollment fee and first tuition payment paid prior to our child's first day of attendance.

An enrollment fee of \$50 is due at the time of enrollment. This fee is non-refundable. A two-week, non-refundable tuition deposit is required for each child enrolled. This deposit will be held without interest and will represent tuition payment for the last two weeks of the child's enrollment.

Based on the availability and openings, our facility admits children from infant to school age.

Drop-off and Pick-up

General Procedure

We open at 6AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in; a member of our team will check their temperature and accompany them to class. It is unfortunate that the times we live in; parents aren't allowed in the classrooms. Children must be dropped by 10am.

We close at 6PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Authorized and Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture a state ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent. If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after hours we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

Tuition and Fees

All payments and fee processing will be completed by the Director or Management. He or she will be in charge of collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact (Director) or Management.

Families contract for a specific weekly schedule as indicated on the Enrollment Agreement Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather.

Note: Tuition for childcare varies from Murfreesboro and Lavergne and depending upon age.

Tuition Deposit

A Tuition Deposit equal to two weeks of care is required at the time registration is confirmed. This deposit is applied to the last two weeks of care provided a two-week written notice is given. If a two-week written notice is not given when a child has withdrawn from the program, the family will be billed for two weeks of care, which may come out of their deposit.

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due every Friday for the upcoming week as outlined in the Enrollment Agreement.

Methods of Payment

Several methods of payment are available for families' convenience. Families can pay by cash, check, money order, or credit card.

Late Payment Charges

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.

If payment is not received on the day that it is due, a late fee of \$5 will be added to your next tuition payment for each day that it is late.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$5 per minute will be assessed beginning at 6PM and will be due upon arrival. Repeated late pick up may result in child care services being terminated.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced on the Band App.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

- **Classroom Observations** To ensure that developmentally appropriate learning experiences are provided to the children in our care, we observe each teacher. To help teachers grow their teaching skills, observation notes are shared with the teacher after each visit and goals for enhancing teaching practices are agreed upon. These observations are also shared with supervisors and are incorporated into performance appraisals. At times, we may ask a peer or teaching partner to participate in the observation. Additional observations may be scheduled when a teacher requires additional support or coaching. Classrooms may also be observed by external assessors from agencies that regulate childcare (DHS) or state partners like CCR&R.
- **Specialized Services/Third-Party Vendors** In addition to classroom observations, specialized services may be provided to children with special needs by individuals having extensive training or expertise in a particular field such as speech/language therapy, physical therapy, play therapy, mental health counseling, or health care treatments, etc.

Any information exchanged regarding specialized services that is shared with or received from third parties shall be documented in each child's record. Written parental permission shall be obtained and kept in the child's file for participation in services or activities provided by any third-party organization.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly observe infants by sight and touch at all times and check on sleeping infants every 15 minutes.

After lunch, all children less than 2 years of age, participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Discipline

In an effort to involve the children in problem-solving and to foster the child's own ability to become self-disciplined, our staff will use positive guidance and redirection, and will encourage appropriate behavior by setting clear, consistent rules. Our staff will encourage children to respect other people, to be fair, respect property, and learn to be responsible for their actions. Aggressive and or physical behavior towards staff or children is unacceptable. Our staff will intervene immediately when a child becomes physically aggressive to protect all of the children and encourage more acceptable behavior. Our staff will not use physical punishment or abusive language.

If a child's behavior cannot be controlled, or agreements cannot be reached by parents/guardians, Aunty K's Childcare, LLC. reserves the right to discharge a child from care at any time.

Suspected Child Abuse / Neglect

All observations or suspicions of child abuse or neglect will be immediately reported to Division of Family Services, no matter where the abuse might have occurred. Due to the nature of abusive or neglectful situations, our staff members are not required to discuss their suspicions with the parent or legal guardian prior to filing a report. While this is the least enjoyable aspect of our job, please understand that is a responsibility we take very seriously.

PERSONAL BELONGINGS

What to Bring

- Toddlers: enough clean bottles for a day's use (if applicable), six diapers and at least two changes of clothes per day. All bottles must be labeled and dated.
- Older Toddlers: at least two changes of clothes or more per day if going through the toilet training program.
- Preschoolers: at least one change of clothes, socks and shoes.
- Kindergarteners: at least one change of clothes, socks and shoes.
- After School Care Children: books for homework, appropriate play clothes.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
 - Illness that results in greater need for care than we can provide.
 - Illness that poses a risk of spread of harmful diseases to others.
 - Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
 - Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.

- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Medications

Our center does not administer prescription or over the counter medication to children. We can offer a breathing treatment and an epi-pen.

Emergency Policy

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. Parents 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. Our agency follows a schedule of safety drills, such as fire and tornado drills, throughout the year to maintain preparedness for any emergency.

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. Parents will be given instructions on how they can pick up their children. An incident report will be filed with Department of Human Services within 24 hours of the incident.

Meal Service Policy

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. Parents 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 since all substitutions should be for medical reasons.

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs is conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 15 minutes, the family and the police will be notified.

Withdrawal from Center

A written two-week notice must be given when your child is leaving the center. Failure to give notice in writing will result in weekly charges to your account. All accounts must be paid in full before the child's last day of attendance; account with a remaining balance will be billed to your home for payment. If full payment of the outstanding balance is not received, it will be forwarded to collections. The additional fee will include \$400.00 Attorney fees, \$50.00 to process letter to collections, \$186.00 court fees and \$40.00 clerk fees.

Safe Sleep for your baby. Did you know?

Every year, many Tennessee babies die from sleep-related causes. Most of these deaths are preventable.

The following guidelines to prevent sleep-related deaths are recommended by the American Academy of Pediatrics:

- **Always place babies on their backs to sleep at night and at nap time.** Babies who sleep on their backs are less likely to die of Sudden Infant Death Syndrome (SIDS).
- **Babies should always sleep in a crib.** The safest place for a baby is in the same room as the parents but alone in a separate sleep area.
- **Keep loose objects, soft toys, bedding out of the baby's sleep area.** Do not use pillows or blankets in a baby's sleeping area. A baby should sleep in a crib with only a tight-fitting sheet.
- **Avoid letting your baby overheat during the night.** A baby should be dressed lightly for sleep. Set the room temperature in a range that is comfortable for a lightly clothed adult.
- **Do not use crib bumpers.** These do not reduce injuries and can cause suffocation
- **Avoid smoking.** Both maternal smoking during pregnancy and secondhand smoke after birth should be avoided.
- **Breastfeeding is recommended for at least the first six months of life.** Breastfeeding is associated with a reduced risk of SIDS.

Remember the **ABC**'s of Safe Sleep:

Babies should sleep **A**lone, on their **B**ack, and in a **C**rib.

HANDBOOK SIGNATURE FORM

Please detach and return this form to the director of Aunty K's Childcare, LLC.

I, _____, parent of _____, have read and fully understand the policies and procedures outlined in the Parents' Handbook. I have discussed any policy or procedure I do not understand with the childcare center's director. I agree to the policies and procedures that are set forth in this handbook. I will be given an updated copy if any changes are made by this center or by the State of Tennessee Health Department.

Child or children's names

Parent's Printed Name

Signature

Date (mm/dd/yy)