

PARENT'S HANDBOOK

At Holly Street Day Care Center, our number one priority is quality care for all children. We hope that every day your child spends with us will be happy and productive. To reach that goal, we need to have a clear understanding of your expectations while we give you a clear understanding of our needs.

One of the main things a program like ours can offer a child is an ability to do well in a group. We encourage socialization, but we never sacrifice individual time or needs in the process. This balance takes a special knowledge that we hope all of our teachers have and will exhibit. It comes with experience and training; it comes with caring. Your child's day will be greatly enhanced if we as a professional staff can depend on you, the parent, to work with us, become involved with what we are doing, and if you will support us in whatever ways you are able. Please understand that while your child is not the only child here, we cannot exclude others for the sake of your child, we will always be aware of your child's needs and meet those individual needs in the very best way we can.

The staff at Holly Street feels strongly about the family unit. In hiring our staff, we look for individuals who value, and work hard at maintaining, close family relationships. While we will naturally become knowledgeable about your family, the professionals on our staff wish to compliment that unit- not replace it or compete with it. As parents, we see your roles clearly as the main nurturers and caregivers in your children's lives. We do not wish to interfere with your responsibilities, even through the best intentions. It is our administrative policy to demand professionalism from our staff, and we recommend that their role with the children remain within the confines of the center.

No one will be denied services due to race, color, religion, gender, national origin, age, mental or physical disability, ancestry, medical condition, marital status, veteran status, citizenship status, or any other protected status of an individual.

Thank you for the opportunity to be your child's care center. We will try very hard to be important to your child and to offer the very best of ourselves to you.

OVERALL GOALS

PROMOTE EMOTIONAL GROWTH

- ❑ Build self-confidence and a sense of self-worth by allowing choices within limits and to build on successful experiences.
- ❑ Provide a nurturing, flexible and calm atmosphere where physical affection is freely given, self-concept is enhanced, independence and choices are encouraged and self-discipline is gained in an environment where limits and expectations are made clear.
- ❑ Encourage curiosity and a sense of wonder with emphasis on self-motivation.

PROMOTE INTELLECTUAL GROWTH

- ❑ Provide a wide variety of activities within a routine where cooperative play is encouraged. Activities include art, math, science, cooking, music and movement, large motor skills, practical life, dramatic play, language arts and fine motor activities. Through these activities, children are learning to be able to trust their own feelings about what they learn, hear, see and do and begin sharing these activities with others.
- ❑ Develop in the child an active curiosity about the world in which she/he lives and an enthusiasm for learning which stimulates exploratory behavior and creativity.
- ❑ Prepare activities to stimulate the senses, recognizing that infants learn through the use of their eyes, ears, fingers, sense of taste and smell.
- ❑ Provide an atmosphere where children discover and explore and teach independence through teaching HOW and WHERE to find solutions.
- ❑ Provide a certain consistency between day care and home care practices that will be most beneficial to the infant and will offer the parents an opportunity to influence the kind of care their child receives.

PROMOTE SOCIAL GROWTH

- ❑ Promote and instill a sense of caring for and sensitivity towards others.
- ❑ Recognition of group needs vs. individual differences.
- ❑ Establish a foundation of respect for other children, teachers and equipment.
- ❑ Develop self-help skills in order to create a feeling of independence and confidence in the child.

PARENT'S PARTICULARS

UPON ENTERING THE CENTER

Children in the day care program may be dropped off and picked up any time between 5:30 a.m. and 6:30 p.m., Monday through Friday. If your child is at the center more than 50 hours in a week, there is an additional charge. Please take your child directly to his classroom and sign your child in. Please do not allow any child, regardless of age, to enter the center unaccompanied. If you will be bringing your child in past 9:30, please call in or your child may not be able to stay. We do ask that all children in the 3's and the Pre-K be signed in by 9:00. Please be aware that we do not allow children coming in at naptime. Any exceptions to these policies have to be approved by the office. It is our recommendation that each parent spend a minute or two with the teacher to inform her of any new developments since she saw the child last. Please be certain to say goodbye to your child each day before leaving. If separation is a problem, we recommend that you tell your child that you are leaving and that you will return, and then depart quickly with a positive manner so that your child sees that you feel good about his being at the center. Our staff is very experienced and will do everything they can to distract your child, encouraging involvement in the program. For the first couple of days, your child will be given extra attention during departure time, encouraging him to trust and bond with his caregiver.

UPON LEAVING THE CENTER

Children may be picked up at any time of the day that is convenient for the parents. We request that parents of young children, especially toddlers, give special consideration to naptime. We would appreciate it if you would restrict your coming and going from naptime as a consideration to the other children. Before leaving, please sign your child out with the teacher in charge, on the form provided for this purpose. Again, we recommend that parents obtain a verbal report from the teacher regarding the child's day. Parents of young children will be given a daily sheet with specific information regarding the child's day. Each child enrolled in the center will have a designated area for his/her belongings. We ask parents to check each day for work the child has finished, soiled clothes, and any administrative correspondence from the center.

If we feel certain the person responsible for picking up your child is not in a stable enough condition whether from poor health, intoxication or drug use, we will not release your child until a supervisor approves. If we cannot locate a parent, then the child's emergency contact person will be notified to pick up the child if necessary.

Upon enrollment, parents are requested to list the names of anyone having permission to pick up their child. Once we get to know this person, there will be no problem in releasing your child. However, initially it will be necessary for this person to show some form of identification, preferably one with a picture. Although we may know the person, it will still be necessary for the parent to call the center to notify that this person will be picking up your child that day. This is our permission to release.

The center requests that parents not involve the day care in custody and visitation disputes in cases of divorce. We cannot keep a parent from picking up his/her child unless we have a restraining order at the center.

CLOTHING

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. Shoes must be a velcro tennis shoe with tongue and the bottoms must have good traction. No exceptions!! Smocks are provided for paint and water activities.

Please remember that children are taken outdoors daily (weather permitting) and should dress accordingly; light jacket and cap in spring and fall; heavy jacket, hat, scarf, mittens and boots in winter. ALL CLOTHES SHOULD BE LABELED!

EXTRA CLOTHING

Water activities, occasional spills and bathroom activities necessitate that an extra change of clothes be left at the center at all times. All extra clothing should be marked with the child's name. All extra clothes should be changed with the seasons. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning. If a child needs an extra set of clothes and does not have one, parents will be called. We do not provide clothes or borrow clothes from other children as this too often leads to lost articles.

Parents are responsible for providing diapers and baby wipes for children who are not potty trained. Anyone who consistently does not provide an ample supply of diapers will be charged \$1.00/diaper at the center's discretion. Parents should plan on providing 8-10 diapers each day. Parents of potty trainers may want to provide several changes of clothing until the worst is over.

BIRTHDAYS AND SPECIAL OCCASIONS

Parents are welcome to send cookies, cupcakes or cakes to share with their children's friends on birthdays or special occasions. Please let the teacher know in advance that you will bring a treat. On major holidays, each class will have a special party. Parents may be requested to bring treats. Sign-up sheets are on the doors. This is a totally voluntary decision on your part.

TOYS, VIDEOS, AND GUM

Recognizing that bringing toys to the center can become an unpleasant issue between parent and child, we leave that choice up to the family. However, the center can in no way be held responsible for the toys brought to day care or for their safe return home. We suggest that parents initiate a home rule of no toys to day care, except for show-and-tell days. Labeled books are always welcome. We also ask that on show and tell days war or violent toys be kept at home. No guns or swords are allowed. We do not allow any TV but on occasion we will show a video. Parents shall

be informed of movie showings and ratings. Other activities shall be available to children during video viewing. Please do not allow children to bring or chew gum in school.

MEDICAL AND ILLNESS

State regulations require us to maintain a medical record on each child and for the child to have a physical examination within three months prior to enrollment. Please return the completed medical form before your child begins attending the center.

For the protection of all children, your child should be kept at home (we cannot accept him/her at the center) if she/he shows any signs of the following symptoms:

- A temperature
- Diarrhea or vomiting
- An undiagnosed rash
- Nasal discharge or discharging eyes or ears

If your child develops these symptoms while at the daycare we will call and ask you to pick them up. Children with a fever will not be allowed back to school until they are fever free for twenty-four hours.

Parents should exercise caution and keep their child home should other unusual symptoms occur. If your child has a case of head lice you are required to bring a statement from the health department or doctor stating your child is free of nits.

The center reserves the right to request a written doctor's statement when question of a contagious disease exists. No provisions can be made for a parent requesting restraint from outside play.

MEDICINES

Prescription medicine should be given to nursery staff, with instructions to place it in the refrigerator or in the medicine cabinet. The parent should then fill out the necessary medicine form giving instructions for administering the medicine and permission to give the medicine. Medicine will not be given without the necessary form. The bottle must show the name of the child, prescription number, name of the doctor and instructions.

Please do not call the center staff requesting that they meet you at the center to get medicine you forgot to get at the end of the day. We suggest dividing medicine some for home and some for the day care.

FOOD

The center is on the USDA Food Program, which requires that the center meet all nutritional standards and guidelines. USDA personnel make regular, routine inspections. A USDA form must be filled out yearly for each child regardless of whether you qualify. Parents whose incomes exceed eligibility may elect to delete income statements, but must nevertheless sign the forms and return them to the center. Lunch and two snacks are provided, with the exception of school-agers. School-agers are provided an afternoon snack when school is in session; two snacks when not in session. Parents always provide their school-agers with lunch and a drink.

The center does not provide breakfast. Teachers will be happy to supervise breakfast until 7:30 a.m. each morning. Parents may bring breakfast from home, or may do as many parents do, and bring cereal and a quart of milk each week. Teachers will let you know when you are running out of cereal. Milk must be brought weekly. Please bring a Tupperware-type container to hold the cereal and please label both your cereal containers and your milk. Please do not bring your children to the center with breakfast after 7:30.

Our meals are prepared on the premises by an experienced cook. We make an effort to stay away from preservatives and dyes and sugar, but we cannot tell you that your child will never have these things in our center. If you have dietary restrictions for your child, please notify us and we will certainly honor your wishes. It may be necessary for you to supplement from home or to bring your child's entire lunch. Our menus are posted weekly in each classroom to allow you the opportunity to review the dishes served.

Occasionally, teachers will request parents bring a sack lunch for a field trip or for some other special reasons. Please have your child's lunch in an insulated cooler with a cool pack. Adjustments in weekly fees will not be made for these days. Sack lunches should be nutritious and cannot contain peanut butter, due to unknown food allergies. Also soft drinks should not be sent as a drink, see attached guidelines from our licensing rules.

Parents must provide food for the children in the Nursery who are not able to eat table food. If the child is on bottle/formula, the parent will provide the center with sufficient formula/liquid/milk to feed the child for the day. Bottles are to be prepared at home. Bottles should be clearly marked with the child's name; bottle covers should be initialed. Please be certain to inform staff in the classroom what formula your child is using, and any other facts regarding diet should also be shared at enrollment. We cannot accept open jars of baby food from home. Licensing does not permit children to carry a bottle or sippy cup with them throughout the day.

REST PERIODS

Children in the nursery each have their own crib and they do not share it with anyone. Center provides clean laundry regularly. Parent is asked to provide a small crib-size blanket for the bed that may be left in the center Monday-Friday and taken home to wash on weekends. If you would like to bring some special crib toy for your child's bed, we will be certain that it does not leave the bed.

The older children sleep on 2” mats in their classrooms. Parents are required to purchase a mat cover provided by the office, which must be clearly labeled. If your child has a favorite sleeping toy, that toy is most welcome at our center. After your child has become adjusted to the center, we will suggest that favorite toys are put away until naptime to assure that something so special is kept safe. On Fridays, teachers will put mat covers with your child's things to go home for washing. Please be sure to return them on Monday mornings.

FIELD TRIPS

Field trips and nature walks are considered an important part of the educational program and will be taken periodically to nearby places. The center will provide the same adequate responsible adult supervision for these excursions as is provided children while in attendance at the center. In many cases we will add personnel for field trips that we think are especially new to the children. In order for your child to attend, the parent must sign a permission form. Field trips will always be listed in the monthly program. Parents are encouraged to keep the child's program in a “visible morning” place, so you can easily check your child's agenda for the day. Occasionally we will schedule an activity that may require a fee, usually to pay the child's admission. If parents consistently do not pay these fees, or do not reimburse the center when we advance the money, it may become necessary to exclude the child from the activity.

All children are expected to attend field trips. Once a group leaves do not assume is will be o.k. to “drop” your child off and leave; many times we will allow another child to go if someone does not show up so the van is full. If a child is late and misses the van then the parent may take the child and stay with the child during the field trip. Due to safety concerns we will not accept children on the street while walking on field trips; we will let you sign them in at the final destination only if it does not jeopardize our staff/child ratio.

CLASSROOM ACTIVITIES

Communications for classroom activities are handled several ways through daily sheets, monthly curriculum, notes home, and signs on doors. It is very important that you bring any items needed for the daily activities when asked. When a child is not prepared then he/she is left out of the regular activities and given an alternate activity but it is sometimes traumatic to the child. This is

especially true when sharing with their share boxes which we do on Fridays, or making that special item and they do not have the materials needed from home. (i.e. pictures, t-shirt etc...)

PHOTOGRAPHS AND PUBLICITY

Photographs of our children participating in our programs may be taken from time to time and may appear in newspapers, magazines, brochures or other publicity materials. Your permission for this is assumed unless we hear otherwise from you. There will be no compensation given for the use of these pictures. We do ask that you provide the center with photographs of your child with his family when your child starts.

PARENT BULLETIN BOARD

Each classroom has a parent bulletin board or door used for displaying menus, programs, enrichment sign-up sheets and other notices to parents. Please be certain to look at these once a day for news of the day.

ACCIDENT REPORTS

Our center takes every precaution we can to prevent accidents. We maintain better than required ratios and we train our staff in risk management and safety standards. Still, there will be times when a child will have an accident, or an incident that may occur between your child and another child that is out of the ordinary. Regardless of how minor the accident or how easily forgotten the incident, our teachers will fill out a report to you concerning what happened, giving the full details. If it is decided that first aid is necessary, the treatment will be described to you. Should we feel necessary we will call you at your place of employment simply to relate to you what happened. When you arrive at the center, you will be asked to read fully this accident report and then sign it and return it to the teacher. The teacher will then turn the report in at the office informing the director of what happened. This system is aimed at communication at all levels and can be a very good way to be certain little things are not forgotten in a hasty departure.

MEDICAL EMERGENCIES

In the event of a medical emergency or of an accident, we will immediately contact the parents. If it is impossible to reach either and should emergency treatment be required, the child will be taken to the nearest hospital. Your authorization to contact your family physician and to take whatever emergency medical measures are necessary is part of the emergency release form.

If medical fees are incurred, it is expected that parents will use their own insurance coverage. Our insurance will cover accidents happening on our grounds, should there be some proof of negligence on the part of the day care staff. If that is the case, an insurance investigation will be held and

settlement made through the insurance company. Please, do not request that center checks be written to cover medical expenses. Any settlement will go through the investigative process.

If you feel that your child is injured at the day care and you have not been given a report, please notify the director immediately with specific details. We cannot be responsible for accidents that were said to have happened on our grounds that were not reported to us within a 24-hour period of time.

WITHDRAWALS

Parents may withdraw a child from the program at any time. A two-week's notice is required. Parents wishing to withdraw their child, but failing to provide a two-weeks' notice; will still be liable for the last week's tuition. Withdrawal and subsequent re-enrollment will entail an additional registration fee.

Parents wishing to take a leave of absence from the center, but wishing the center to hold their slot may do so by paying the cost of one week's tuition upon departure with the exception of infant and toddlers. This will assure their slot whenever they are ready to return. We cannot hold a spot indefinitely. Re-registration will not be necessary; the deposit is non-refundable and will not apply to fees upon return.

CLOSING TIME

The center is scheduled to close at 6:30 p.m. We ask parents to cooperate by picking their children up before 6:30 p.m. If for some reason, a parent will be late in picking up a child, we ask that you call the center to inform the closing staff member. A late charge of \$1.00 PER CHILD FOR EVERY MINUTE THAT YOU REMAIN IN THE BUILDING AFTER 6:30 P.M. will be assessed and payable immediately by the parent to the two staff personnel forced to remain overtime. This means, with no exception, that you must be out of the center by 6:30 to avoid the late fee.

While we understand that emergencies do arise, we request that parents keep in mind the 6:30 p.m. closing time. We recommend finding someone willing to serve as back up, who might agree to help you out in an emergency situation. Should tardiness become a consistent problem with any one person, the center reserves the right to request the child be withdrawn from the center. We will also request withdrawal if the late fee is not paid to the staff.

CLOSING DAYS

The center is open every day, Monday - Friday, with the exception of the following holidays:

- New Years Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve center closes at 3:00 p.m.

- Christmas Day
- New Years Eve center closes at 3:00 p.m.
- Two in-service days (signs will be posted in advance of closing)

If a holiday falls on a weekend we will close the Friday before or the Monday after depending if it falls on a Saturday or Sunday. Tuition costs remain the same for the weeks containing holidays. We do reserve the right to close for unforeseen events. We usually are able to open the center during snowfall but may have to shorten our hours. We broadcast any closings or hour changes on Channel 2 News.

BEHAVIOR POLICY

If a child is consistently breaking rules and disturbing the class, waking children up from nap, aggressive behavior, consistent non-participation, wondering the class consistently, non responsive to activities or any other problems where all efforts of correcting fail, as well as, timeouts, incident reports to the parents/guardian and informal conferences then we will request a formal parent, teacher, director meeting. This has always been Holly Street's policy and we work with the parents to setup a consistent approach between home and school to get the child on the right track.

The following are our guidelines for meetings:

1. Once parents are contacted and a request is made for a meeting this needs to occur within two weeks.
2. Both parents need to attend the meeting.
3. We will accept one cancellation and rescheduling.
4. The Director and/or Assistant Director, your child's primary teacher will be there as well as any other teacher who has significant input concerning your child.

If a request for a meeting is ignored, or phone calls not returned then your child will not be allowed back to school the first day after the two week period of trying to contact you. If it gets to that point we will let you know what day they are not allowed back. We realize everyone is very busy and has many obligations but when we request a meeting we are asking for parent help and intervention, the one thing we care about is your child.

This meeting helps us understand if things are going on at home that are causing the disruptive behavior, helps us all get a plan together that will help at school and at home and helps to track your child's progress to see if new rules and rewards help or if other sources of help are needed.

Please understand we know this may sound harsh suspending your child for a day but it is a way we can enforce the new policy. We love your children and only want the best for them and to keep them happy, well-adjusted children that we can help to grow and motivate.

OTHER

The office will be glad to recommend babysitters so please don't assume because someone is working at Holly Street we would recommend them. We like to get to know our recommended babysitters very well before we suggest them on a one-on-one situation in someone's home.

The State of Tennessee requires that this center and all members of the day care institutions be on the lookout for, and report to the State, any and all cases of abuse to a child.

Parent meetings are held once a year. Parent conferences are held yearly. Conferences are used as an excellent way for the teacher and parent to review developmental assessments and individual goals. A parent may request additional conferences at any time.

This center does not discriminate on the basis of race, color, sex, handicap, religion or national origin.

Grievance Policy

Grievance Policy - If you feel you have been discriminated against in any way, speak to the Director stating the grievance. If problem continues, a written statement should be made and submitted to the office. A meeting will be arranged with all parties concerned. If this process is not satisfactory a person should state such to Director and proceed to speak to the Board Chairman if this is not satisfactory then proceed as he/she deems fit.

P.A.T. PROGRAM

P.A.T., or Parents Appreciate Teachers, is a program initiated by the parents solely to support the teachers in an appreciative way such as flowers for their birthday etc. Dues are \$25.00 a year and are billed in January.

FUNDRAISERS

We encourage your ongoing participation in the **Kroger Gift Card** program. We also encourage your support in our yearly fundraiser by volunteering for committees.

We are a **United Way** agency, if you would like to designate your donation to Holly Street Daycare our code is 7032.

FEE SCHEDULE
TUITION PROGRAMS

All tuition is based on the total yearly cost of the program. The weekly fee is a breakdown of this yearly cost to facilitate parent payment.

There are two tuition programs available to parents of children of the center: Please see attached tuition form.

- A. Full-Time Tuition Nursery thru Toddler 4
 - Three's Class
 - Pre-Kindergarten Class
 - School-Age
 - Before or After care
 - Before & After care

- B. Part-Time Tuition Toddler-Pre K
 - School-Age
 Part-time rates are not available in Nursery or Young Toddler.

C. Extended Hours	50-55 hours	\$	10.00 Per week Extra
	55-60 hours	\$	10.00 Per Week Extra
	60-65 hours	\$	10.00 Per Week Extra

**The above rates are for care when school is in session. These fees are due regardless of absence. When children are at the center for a full day, an additional \$10.00-15.00 a day depending on full or part-time status. The weekly fee for school-age care will never exceed the tuition rate for full time School-age care.

**A part-time schedule is set at time of enrollment. Days agreed upon must be adhered to unless office is notified and permission to change days for that week is given. This is necessary to safeguard ratios. Tuition for Part-Time is due regardless of absence.

ADDITIONAL FEES

Registration:	\$ 80.00 per family	Non refundable
Annual:	\$100.00 per child	Due September 1 (Non-refundable)
Bag	\$ 5.00 per child	
Mat	\$ 30.00 per child	

Enrichment: Individually set up by cost to center. Sign-up is voluntary.

TUITION AGREEMENT

Date _____

At the time of your child's enrollment, you will be asked to complete and sign a tuition agreement. Please sign and copy and return it to the office prior to enrollment. The second copy is for your reference, as is the information sheet on fees.

TUITION PAYMENT PROCEDURES

The tuition rate includes 50 hours of childcare per child per week. If a parent desires to use the center for more than 50 hours, an extra fee is charged, as stated in the fee schedule. Tuition is to be paid in full by 6:30 p.m. Tuesday of each week. After that time, a late charge of \$10.00 will be added to the weekly fee. Post-dated checks will not avoid the late charge. If a family falls two weeks behind, we will request withdrawal from the center.

Each classroom has a moneybox where fees may be deposited. Never put cash in the box unless you have received a written receipt from a teacher. We cannot be responsible for cash left without a receipt. Checks should state dates you are paying for. Receipts will be issued the current week. If you would like an immediate receipt, payment must be made in the office between 8:00 a.m. and 5:00 p.m.

Return check charge is \$25.00/incident.

TUITION ADJUSTMENTS

Tuition is not adjusted for absences due to the fact that your child's slot is held for you even if the child is not in attendance. In the case of illness, the late charge will not be assessed if payment is made on the child's first day back.

ANNUAL FEES

Due to overbearing insurance costs, it is necessary that we ask each parent to pay a yearly fee September 1st. This is a per child fee and, if necessary, can be made in payments; please notify office to set payment schedule. Complete payment must be made by January 1. When enrolling later than December 31st this fee will be prorated. This fee is not an individual policy, but rather a means of giving the center some help in meeting high insurance costs.

A curriculum fee is due each September at the start of our school year to help offset costs of projects.

A letter will go out reminding you of the annual fees and the charge will appear on your account balance.

POLICY AGREEMENT

We have toured Holly Street Day Care Center and have been informed of services and programs offered. We have read the foregoing policy handbook and agree to these policies.

Signature of both parents

Date

TUITION AGREEMENT

My child _____ is enrolled in the _____ Program at Holly Street Day Care Center. The weekly rate of tuition for my child is _____. I agree to pay this amount in advance weekly and to remain current on all other agreed fees. I agree to give a two-week notice prior to withdrawal or remit to the center two weeks tuition fees. I have been fully informed of the fee schedule and I have read the foregoing statement regarding fees and payment.

Signature of both parents

Full address of parent making weekly payment

Telephone of both parents

Director signature

Date