

Tiny Tots Academy

Policies and Procedures Handbook

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Director

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Dear Parents & Guardians,

Thank you so much for entrusting Tiny Tots with the care of your child. We look forward to the opportunities ahead to build a strong foundation for learning through a cooperative approach between home and school. The following pages contain important information regarding our policies and procedures. Please read them thoroughly and contact us if you have any questions.

Sincerely,
Tiny Tots Academy

OUR PHILOSOPHY

We help tiny humans do big things. We are committed to nurture and support the growth of young children physically, intellectually, emotionally, and socially.

Physically- We provide a well-designed classroom and outdoor play area that supports gross motor development and active learning. We have directed physical activities both inside and out to keep little ones busy. We offer a semi- hands off approach to allow children to build the independent skills necessary to flourish.

Intellectually- Because 90% of a child's learning is established during the first 5 years of life, our curriculum provides hands on learning experiences for children ages 3 months and up. Our goal is that children learn foundational skills to support a lifetime of learning. We foster independence and give children the opportunity to do things themselves. Practice makes perfect!

Emotionally- We support emotional stability by providing a consistent, loving teacher and predictable routines within the context of the classroom. Additionally, we believe in strong parental involvement resulting in a partnership of home and school. We allow children to have big feelings and teach them appropriate ways to manage those feelings.

Socially- We believe that children learn through play. Open ended learning activities are provided to develop and nurture the interaction of each child with his/her teacher and classmates.

1. Hours and Days of Operation

Tiny Tots Academy is open year-round from 7am to 6pm, Monday through Friday for standard hours. We are closed on the following days:

New Year's Eve	Fall Break
New Year's Day	Winter Break
Independence Day	Spring
Break Memorial Day	Labor Day
Good Friday	Presidents

Additional closures per the school calendar.

Additional Academy breaks will be notified with 1 months advance notice

If any of the above days fall on a Saturday or Sunday, we will be closed on the Friday preceding or the Monday after the holiday. Tuition and fees are not prorated for these closings.

In the event of inclement weather, the school will close or open late based on collective information from surrounding ISD's inclement weather schedule.

**** PLEASE KEEP YOUR SCHOOL CALENDAR HANDY, ALL UPDATES WILL BE MADE TO THE CALENDAR AND SENT OUT****

2. Arrival and Departure Procedures

Upon arrival, you will check your child in using the brightwheel app in the front entryway. The same process will happen for pick up. Parents are asked to list individuals that may pick up their children on the child's enrollment form. Until an individual is personally known, they will be required to present a state or government issued photo ID. If you have a situation that requires you to add someone to your pick-up list, it must be done in writing. Email is acceptable after speaking with the director. You must provide your individual 4-digit code to persons on your emergency contact list. This code will act as additional insurance that you are allowing your child to be picked up by this alternate person. **We ask that drop offs and pickups are quick to help the child transition.** We have found that if a parent hangs around and prolongs the drop off it only causes more distress for the child and causes a bigger interruption to our day.

Drop off and Pick up times:

Drop off is between 7am and ends at 9am. Pickup is between 2:30 pm and 6pm. If your child is not present by 9am they will be marked absent and excluded from care for the day. This ensures we are able to stay on schedule and all children are included in that days' activities. If there is an occasional conflict that requires drop off to be later, please communicate that with the director for prior approval. If your child must be picked up earlier than 2:30, Please communicate with the director to ensure as little interruption to our day as possible.

We encourage families to spend as much time together as possible, if this schedule is not conducive for your family please communicate with the director for an alternative.

3. Illness Exclusion Criteria

Children who are ill should not attend school. Tiny Tots observes the standards set by the Texas Department of Family and Protective Services for ill children. The most

common standards for exclusion are:

- Illness that prevents the child from participating in **all** child care activities, including outdoor play.
- **The illness results in a greater need for care than caregivers can provide without compromising the health, safety and supervision of the other children.**
- Oral or temporal temperature of 100.4.
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, 2 or more vomiting episodes in 24-hours. If your child becomes sick at school, you will be notified immediately and asked to pick them up as soon as possible (usually within 30 minutes). Please keep them home if your child exhibits any of the following symptoms:
 - Temperature above 100.4 degrees
 - **ANY** Vomiting or diarrhea (within the last 24 hours)
 - Unexplained skin rash of any kind- INCLUDING Hand foot and mouth disease
 - Swollen throat/ mouth
 - Colored discharge from eyes or nose
 - Coughing or sneezing without cause
 - Unusual irritability or fatigue
 - Head lice (any nits)
 - Constant heavy runny nose
 - Any contagious illness

Please do not return to school until your child has been fever free without the use of fever reducing medication AND can participate fully in all daily activities scheduled at school, including, but not limited to outside activities. No exceptions. We will accept a doctor's note at our discretion and make the decision if a child may return to care or not. However, due to staffing and licensing requirements, a child may not be excused from participation from outside activities and will need to be kept at home if that accommodation is necessary. Please do not "dose and drop." If it has been found that you have done this it will be grounds for immediate termination.

4. Medication

Please inform your physician that your child is in full-day or part-day childcare and that you prefer to give medications at home, morning and evening. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember that our program is designed for well children. We do not administer medication unless there is a prescription on file. **Parents must provide a physician signed allergy or asthma action plan with all supporting medications.**

If your child is directed by a physician to take medication, you must bring it to school and sign it in at the medication binder. You must also fill out a Medication Authorization form. Prescription medications must be in the original container with the RX number, name of medication, dosage and prescribing physician on the label. Medication can only be administered to the child named on the container and in the dose directed on the pharmacy label. Non-prescription medications will only be administered according to label directions unless you have clear, written instructions from a physician. No medication will be administered to mask symptoms that may indicate presence of a

contagious illness. All medications will be stored out of reach of children in a cabinet designated for medications. It is your responsibility to ensure that medication is picked up at the end of each day if need be.

Sunscreen is applied each day during the summer months prior to the afternoon outside period, as applicable. We will use a broad-spectrum sunscreen of our choosing. If you do not wish for your child to have sunscreen applied, please notify us in writing, otherwise permission is implied.

5. Medical Emergencies

In the event that your child is seriously injured or is experiencing symptoms of illness that are life threatening, EMS (911) will be called, and first aid or CPR will be started immediately, as applicable. You will be contacted by an available staff member as soon as possible as well as reported to licensing. EMS will be advised to transport your child to the hospital that is listed on your enrollment form. **It is important to keep this information up to date.** Please be aware that EMS reserves the right to make the final decision regarding the hospital based on your child's immediate needs. You will be responsible for all charges incurred in the medical treatment of your child.

6. Parental Notifications for non-medical emergencies

If your child receives a minor injury that does not require medical attention, (i.e. bump, bruise, scrape, small cut) first aid will be administered as necessary and you will be asked to sign an incident/accident report upon arrival at the school. Additionally, if your child is involved in an incident (i.e. biting, hitting) with a classmate, an incident form will be completed with details regarding the situation. Minor incident notification will occur when you arrive to pick up your child unless the school director believes extent of the incident or injury requires that you be called. If your child is injured or ill and the school director believes that he/she needs medical attention, or the illness would exclude them from care, you will be notified immediately. Other notifications will be sent via brightwheel, text and/or postings at the classroom door.

7. Discipline and Guidance

Our program utilizes the "super nanny" method for discipline. Calming corner, redirection and consistency are key components. We really focus on teaching children appropriate behavior- manners, general compassion, managing their emotions etc. We are a very consistent school therefor we tend to not have the behavior problems other schools have. **Please note, if your parenting style conflicts with this method we may not be the right school for you.**

Discipline will be:

- **Individualized and consistent for each child**
- Appropriate for the child's level of understanding
- **Directed toward teaching the child acceptable behavior and self-control**
- Positive methods of guidance that encourage self-esteem, self-control and self direction including reminding the child of expectations with positive statements. There will be no harsh, cruel or unusual treatment of any child. The following types of discipline and guidance are prohibited:
 - Corporal punishment or threats of corporal punishment
 - Punishment associated with food, naps or toileting
 - Pinching, shaking or biting a child

- Placing anything in or on a child's mouth
- Humiliating, ridiculing or rejecting a child
- Using harsh, abusive or profane language
- Placing a child in a dark room, bathroom or closet with the door closed
- Requiring a child to remain silent or inactive for a period of time that is inappropriate for his/her age or developmental level.

8. Suspension/ Expulsion

Occasionally, a child in a group setting may exhibit behaviors that pose a danger to other children. We will make every attempt to work in conjunction with the child's parents to correct aggressive behaviors such as hitting, biting, using inappropriate language or other inappropriate behavior. Staff will complete incident/behavior reports for parents to sign at pick-up detailing the behavior. This allows parents to follow up with child at home. If a challenging behavior continues, a conference will be scheduled between the parent and school director. A "plan of action" will be made and staff will keep the parent informed of the child's progress. This plan may include a tracking log or chart and will be available for the parent to review. Every attempt will be made to work collaboratively to ensure the child's success. However, we reserve the right to dismiss a child at any time when his/her behavior begins to interfere with the daily routine or threaten the safety of the other children in his/her class.

If a child's behavior is serious enough to warrant immediate dismissal from the program, we reserve the right to waive any warning notices, meetings or behavior modification plans. **In the event that your child is dismissed from the program, no refunds of tuition or fees will be given.**

9. Sleeping/ Napping

Each infant will have their own crib to sleep in. Fitted sheets are washed at least twice a week or as needed. Tiny Tots Academy follows all safe sleep guidelines set forth by the American Academy of Pediatrics (AAP). This means all infants will be placed on their back to sleep in an approved safe sleep space. All infants will be placed in a portable crib (pack n play) or a bassinet (under 4 months of age or until they start rolling, whichever is sooner) to sleep. Nothing but a snug fitting sheet will be in the infant's sleep space. If a pacifier is used it will be allowed, but no pacifier strings, straps or cuddlies will be allowed. Blankets are not permitted; however, we utilize AAP approved sleep sacks. These guidelines are set forth by the AAP to lower the risk of unsafe sleep related deaths or SIDS. **We take these guidelines very seriously.** Without written detailed doctors directions, we will not deviate from these guidelines. Absolutely no exceptions. At 12 months they will transition to a cot.

Toddlers will sleep on a cot in their classroom. They need to have a nap mat combo to lay on top of the cot. **Children are required to rest during our quiet time for a minimum of 1 hour. This is a standard set forth by the state of Texas Childcare regulation.** If your child no longer requires a nap, it is probably a good indication that they have outgrown our program.

10. Meals and Snacks

Meals and snacks may be purchased from an outside vendor if available. We are not responsible for, nor do we monitor, the daily nutrition intake of your child. If your child has a documented medical issue or food allergies, Our state licensing agency requires

that we maintain a current physician signed allergy action plan for any child who has an **allergy or sensitivity**. This plan includes specific information regarding symptoms of an allergic reaction and how to appropriately respond to contact with the allergen. It is the parents responsibility to notify the director of any allergies and to provide an allergy plan prior to enrollment.

Infants must have written feeding instructions on file and must be updated at least monthly or as the infants feeding schedule changes. This is the sole responsibility of the parent to notify the staff of changes to the feeding schedule. A copy of the written schedule will be placed in the infant's records as well as with the infant's feeding supplies to be followed daily. Infants may eat baby food **only after** mastering the skill at home.

11. Immunization and health requirements

For a child to be admitted to Tiny Tots Academy, ALL immunization records and/or waivers must be complete and on file at the school prior to the first day of attendance. Additionally, we require that parents provide updated records as additional immunizations are administered. Our state licensing agency requires a completed statement of health from a physician for each child. We must have the statement of health PRIOR to your child's enrollment date. We follow the immunization guidelines recommended by the Texas Department of Health. You can find more information regarding immunization requirements at www.tdh.state.tx.us/immunize. Unfortunately, students with missing health statements and/or incomplete immunizations records will not be allowed to start school until their file is complete.

12. Tuberculin Testing Requirements

Currently, Collin County does not require TB testing for students or staff. Please speak with your child's pediatrician if you would like more information about TB testing.

13. Vision and hearing screening

Vision and hearing screenings are required by the state of Texas for all enrolled students who are 4 or 5 years old. This screening can be performed by your local pediatrician and the results must be kept in your child's file for review by our licensing inspector. Please ensure that this screening has been completed within 30 days of your child's 4th birthday or prior to enrollment if he/she is already 4 years upon enrollment.

14. Enrollment and Withdrawal Procedures

Families who wish to enroll in our program are asked to visit to determine if our program is a good fit for their child. If space is available, parents are required to complete an admissions form and pay any applicable fees. All required forms and records must be provided to the school prior to the child's start date. **Tuition and fees paid are non-refundable.**

Families commit at enrollment to give a four-week written notice to the director prior to the child's last day in attendance. Tuition is due for this period of time regardless of the child's attendance. When a four-week notice is not given, the account will be subject to an additional four weeks of tuition charges after the child's last day in class. There is no refund of enrollment, supply or tuition fees when a family withdraws from the program or chooses not to take a pre-registered spot.

All accounts must be paid in full at the time of withdrawal. Any inactive account with an

outstanding balance after two weeks will be turned over to an outside company for collection. All collection and legal fees are the responsibility of the parent and will be added to the final balance on the account. **WE DO ENFORCE THIS POLICY WITHOUT EXCEPTION.**

Families who wish to return after unenrolling will be responsible for repaying registration and supply fees provided that the lapse in enrollment exceeds 30 calendar days. For periods less than 30 calendar days, the family is responsible for unpaid tuition for the enrollment lapse. This policy is to prevent families from leaving for short periods of time, or holiday periods to avoid paying tuition. Additionally, when a family is disenrolled for any period of time, we cannot guarantee that the student's space will be available when they return.

Our program handbook is reviewed at least annually and updated as needed. In the event that any of the policies and procedures in this booklet are changed, you will be notified in writing. You will be asked to sign a document indicating that you have been notified of the change. This document will be kept in your child's file.

15. Transportation

Transportation by vehicle will not be provided by Tiny Tots Academy unless it is an emergency. The guidelines for emergency transport are below.

- Vehicles transporting children shall be in a safe operating condition and drivers must have a current Texas Driver's License.
- Children shall be loaded and unloaded at curbside or in a protected parking area.
- All Children MUST have a signed transportation permission form on file, No exceptions.
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16. Water activities

Our school is equipped for water table play on Friday's during the summer. This activity is scheduled and supervised appropriately. Please send your child with sunblock already applied and their bathing suits on. Send a set of clothes to change into afterwards. We will reapply sunblock as needed.

17. Field trips

Tiny Tots Academy will not take regularly scheduled field trips. Parents will be notified in advance and approve of such planned activities.

18. Tiny Tots Academy has no animals on site.

19. Outdoor Play & Physical Activity

We believe that children thrive when given the opportunity to play outdoors and be active. Additionally, our state licensing agency requires that our program must offer opportunities for outdoor play in the morning and afternoon. We require that students be healthy and able to fully participate when attending daycare. Due to our approach in care, we give the children the ability to learn from their mistakes. This means they may get a bruise or fall sometimes all while learning how to navigate the world around them. Consistent physical activity is imperative to the overall health of your child. We will have multiple opportunities for this during the course of our day. Once in the morning and once in the afternoon for a minimum of 30 minutes each. During inclement weather we will use our indoor/ outdoor activity space. We will determine appropriate weather using the weather chart posted at our front door.

Please ensure your child is in appropriate fitting clothes, closed toed shoes and hair is pulled out of the face so the child's sight is not impaired.

20. Parents Rights

A parent of a child in care has the right to:

- (1) Enter and examine your center during its hours of operation without advance notice [Medium-High];
- (2) File a complaint against your center [Medium];
- (3) Review your center's publicly accessible records [Medium-Low];
- (4) Review your center's written records concerning the parent's child, as outlined in §746.601 of this chapter (relating to Who has the right to access children's records?);
- (5) Receive from your center:
 - (A) HHSC's inspection reports for your center [Medium-Low]; and
 - (B) Information regarding how to access your center's compliance history online [Medium-Low];
- (6) Have your center comply with a valid court order signed by a judge that prevents another parent from visiting or removing the parent's child from your center, as outlined in §746.4101 of this chapter (relating to To whom may I release a child?);
- (7) Be provided with contact information for Child Care Regulation, including the department's name, address, and telephone number [Medium-Low];
- (8) View any video recordings of an alleged incident of abuse or neglect involving the parent's child maintained by your center as long as: [Medium]
 - (A) Video recordings of the alleged incident are available;
 - (B) The parent is not allowed to retain any portion of the video depicting a child who is not the parent's child; and
 - (C) Your center notifies in writing the parent of any other child captured in the video recording, before allowing the parent to inspect the video recording;
- (9) Obtain a copy of your center's policies and procedures, as outlined in §746.503 of this subchapter
- (10) Review, upon request of the parent, your: [Medium-Low]
 - (A) Staff training records; and
 - (B) In-house training curriculum, if any; and
- (11) Be free from any retaliatory action by your center for exercising any of the parent's rights

21. Parent Responsibilities

There are several ways that you can help us maintain the best possible education atmosphere for your child:

- Communicate any concerns regarding our center or your child **immediately** to the center director at 469-805-4551.

- Please be aware of scheduled mealtimes and ensure that your child arrives in time to be included in those mealtimes. This minimizes disruption for all students.
- Periodically check on your child's extra supply of clothes and take home any soiled clothing promptly.
- Parents need to personally escort their child into and out of the building.
- As a courtesy, parents are asked to notify the school when their child will be absent prior to our school day starting.

22. Parent code of conduct

Please understand that young children are present at our school. Some adult language is not appropriate for young children. We prohibit swearing or cursing on our property during business hours.

Threatening staff, children or other parents will not be tolerated per Texas Department of Family and Protective Services. We reserve the right to terminate care and/or contact police or CPS in the event of such disruptive behavior.

Tiny Tots Academy must follow specific rules regarding discipline and guidance as outlined in the Texas Minimum Standards for daycare centers. All adults, including parents are required to follow these rules while on our property. No exceptions.

23. Parent Participation

We welcome parent participation. Once a child has adjusted to the routine of daycare, parents are strongly urged to participate in activities at the center. You are encouraged to share your special talents or skills, help with special projects, join in for holiday parties or read to your child's class.

24. Questions or concerns

If you have any questions or concerns relating to the policies or procedures in this handbook or any aspect of your child's program, please talk to the school director immediately to address the issue or to schedule a parent conference. Good communication will ensure that your child has the best possible experience.

25. Open Door Policy

Our school maintains an "open door policy" for parents and legal guardians of enrolled children. When enrolled, you are welcome to visit or observe your child anytime without prior approval. During your child's initial transition to our school, it may be less upsetting for you child if you limit "lingering" or "pop-in" visits. If your interested in visiting on a regular basis please ask the director for a background check form.

26. Custody Situations

Tiny Tots Academy will not get involved with custody disputes. We will follow a court order exactly as it is written, no exceptions. It is the parent's responsibility to provide us with the most recent court order. Please note: per Texas state law, in the absence of a court order, both parents have equal rights. With that being said, it is imperative that all enrollment forms be completed with information for BOTH parents. In the event a custody dispute occurs on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. In any case, if a dispute turns volatile while present on our property, the offender will be asked to leave and never to return. Depending on severity, the child may be terminated

immediately at the directors discretion.

27. Parent Conferences

Your child's success in our program is dependent on communication between our staff and you. We request that parents participate in at least one scheduled conference per year. Additional conferences can be scheduled at the request of the teacher or parent. For your convenience, conferences can be held in person or via telephone.

28. Breastfeeding/ Bottle Feeding

We support mothers who wish to breastfeed on campus. They will be provided a comfortable chair in the infant area. Parents may also provide expressed milk to be served to their child while in our care. We encourage pace feeding when bottle feeding a breastfed infant as not to interfere in the breastfeeding relationship.

ALL INFANTS MUST BE ABLE TO DRINK FROM A BOTTLE WITH ZERO ISSUES PRIOR TO STARTING DAYCARE. If your infant has any trouble with the bottle they must remain home until they can successfully feed from a bottle. This will aid in the transition into daycare.

29. Brightwheel App/ Communication

Tiny Tots Academy uses the Brightwheel app to communicate and log daily activities for children. This communication is private and reserved for only the parent and provider. Under no circumstances should the communication on this app be shared with anyone other than these two parties. This includes sharing with family, friends, social media etc. *****Please do not download app ahead of time, wait until I send you the link!*****

30. Tuition

Weekly tuition payments are due by 2pm on the Friday before the week(s) being billed. Monthly tuition is due by 2pm on the first day of the month being billed. Payments not received by the above noted times will be subject to a \$50 per day late charge and interruption of services will begin on first day of care with non-payment. Auto payments are preferred and can be set up through your banking institution or through brightwheel. Alternatively, you may submit your payments manually through zelle. Zelle Payments: 214-733-6272 or Tinytotsacademymelissa@gmail.com. If a payment is declined or returned for insufficient funds, there will be a \$60 fee added to your invoice. The outstanding balance and any accrued late fees will be due immediately. Failure to pay tuition will result in interruption of services.

Tuition will not be prorated for absences, holidays, weather related closings or other non-school days. Tuition is based on the space allotted for your child, NOT on attendance.

*****PLEASE NOTE*****

Repeated late payments will result in immediate termination. We strive to do our very best for the children in our care, late payments hinder the care we are able to provide. We do not want to charge late fees, they are meant to be a deterrent. Please be mindful of when your tuition is due, reminders will not typically be sent out.

31. Enrollment, supply, activity fees and deposits

Tiny Tots Academy charges a one time \$200 enrollment fee.

Tiny Tots charges an annual \$300 supply fee due on the first day of care and every January 1st thereafter.

There is no refund of enrollment, supply, activity fees, or tuition when enrollment is terminated for any reason by the childcare or the parent. No exceptions.

32. Late pickup fees

Our school closes **promptly** at 6pm. Students need to be picked up by that time. Late pickup fees will be applied as follows:

6:01 pm to 6:15 pm: \$15 per child

Beginning at 6:16 pm: \$2 per minute, per child in addition to the \$15

There is no exception to this policy. It is your responsibility to make alternate arrangements when you are unable to pick up your child by 6 pm. Repeated late pickups will result in termination.

33. What to bring:

- diapering supplies- wipes, diapers and any creams
- **2 complete season appropriate** change of clothes (labeled individually in a large Ziploc bag)
- combo nap mat labeled with full name (starting at 12 months old)
- **pre-made bottles for infants**
- **Pacifier on leash and labeled with child's name.** After 12 months old we start limiting pacifiers and soothies at play time to allow the child to learn outside their comfort zone. Sometimes these items hinder their development.

Please label everything that your child brings to school, including bottles, pacifiers, mats and jackets. Items should be labeled with first and last name.

What NOT to bring:

- toys from home (unless for a special curriculum event)
- glass bottles or food containers
- bulky blankets or stuffed animals
- weapons or toys that resemble weapons of any kind
- electronic items such as game boys, cell phones or iPad
- money or coins of any kind (they can get lost or pose a serious choking hazard)
- jewelry, watches or other valuable items
- Car seats are not to be left in the classroom. The front porch is an available place to store car seats in the event the seat needs to be left for pickup.
We cannot be responsible for items that become lost or damaged at school. If it is important, please leave it at home.

34. Recording

Tiny Tots Academy does not consent to any recording or monitoring within the childcare center with the exception of on sight security cameras. This means NO outside monitoring what so ever. This is solely for privacy concerns. If this makes you uncomfortable, this is probably a good indication that we are not the right program for you. Our program is built on mutual trust and understanding.

35. Dress Code

Children 12 months old and older should wear comfortable, WEATHER APPROPRIATE

clothing that allows ease in movement for gross motor play. Good fitting, closed-toed shoes are preferred as we have a large outdoor play area with plenty of space to run and play. Our curriculum provides lots of opportunities for children to get messy with art supplies and creative projects. Please dress in clothing that is suitable for these activities. Although precautions will be taken to protect clothing, your child will get messy at times, this is an indication that they are having fun. Also, from September to April please send a sweater or jacket for your child to wear daily labeled with their name. Weather changes so quickly in Texas, we don't want our little tots to freeze! Your welcome to send one to be kept in their cubby.

Infants should wear comfortable outfits such as sleep and play pajama or onesie. We strongly recommend zip up outfits as opposed to outfits with lots of buttons. We reserve the right to change the child into acceptable clothing if it is found that the outfit the child is wearing is not conducive to childcare efficiency.

Likewise, after the age of 18 months old, please refrain from sending children in onesies. We need separate tops and bottoms. Clothes must be size appropriate to easily maneuver for diaper changes. Some examples are below:

1. Appropriate age clothes: Please do not send children in clothes that are not appropriate for school. This includes revealing clothing and violence on t shirts.
2. Please make sure bottoms fit appropriately. We do not want them to be too tight or too loose. The bottom must be able to stay on hips without sliding down. Likewise, for infants: bottoms must be able to easily slide up and down for diaper changes.
3. Hair: Please make sure hair is secured out of the child's face.
4. Hygiene: Please make sure children are bathed and in clean clothes each day they attend school.
5. Shoes: please make sure they have appropriate fitting shoes each day they attend school.

*** If your family is having a hard time meeting these requirements please speak with the director for a solution***

****PLEASE LABEL EVERY ITEM, WE CANNOT BE HELD RESPONSIBLE FOR LOST ITEMS****

36. Hygiene

Please establish good hygiene habits with your child. To limit the spread of germs we encourage children to bathe every day or every other day, this includes infants. Please send your child in clean clothes as well as with an extra set of clothes for accidents. Please clip your child's nails regularly, preferably weekly. This will minimize scratches to both the child and provider. Please brush your child's teeth each day, this will help establish good oral hygiene. We reserve the right to supplement these activities if a family is struggling to meet these requirements. We care for the **WHOLE** child.

37. Communicable Diseases

Please be vigilant in assessing your child for symptoms of a communicable disease/ illness. If found to have symptoms please keep them home and notify the director immediately. The director will give you more direction from childcare licensing and the Collin County Health Department on when your child may return to care. **The director has final say on when a child may return, no exceptions.** The school will undergo a hospital grade disinfection process by a third party to mitigate any exposure to other

children. If it is found your child has repeatedly brought contagious illnesses to the school or that you have knowingly concealed a contagious illness you will be responsible for any additional disinfection treatments after the initial service at the rate of \$330.00 per service and will be subject to termination of childcare services. Please be vigilant in these uncertain times. This policy includes Pink eye, Hand foot and mouth disease, covid and any other childhood illness.

38. Special Needs

Children with special needs will be accommodated by the following:

Provide a child with special care needs with the accommodations recommended by

- (A) A health-care professional; or
- (B) A qualified professional affiliated with the local school district or early childhood intervention program;
- (2) Utilize as recommended any adaptive equipment that has been provided to the center for a child's use
- (3) Ensure that a child who receives early intervention services or special education services can receive those services from a qualified service provider at your operation, with parental request and approval
- (4) Ensure that activities integrate children with and without special care needs and
- (5) Ensure that caregivers adapt equipment and procedures and vary methods as necessary to ensure that you care for a child with special needs in a natural environment

39. One childcare program at a time

Please refrain from having your child enrolled in multiple programs at the same time. We ask that parents refrain from this to minimize exposure to illnesses. This includes after school programs, mothers day out programs, church programs, day camp programs etc.

40. Well Checks

A staff member will do a visual check of the child upon arrival each morning to see if your child is healthy, safe and well to be in care. If your child has an accident overnight, please notify staff members when dropping off so that we can assist in watching the child for side effects. Children will be examined head to toe and any concerns will be communicated through brightwheel.

41. Pandemics

Any pandemic or epidemic guidelines set forth by county health officials, the State of Texas and childcare licensing will be observed. A separate pandemic policy will be sent out and enforced. Our Childcare home will reduce operating hours to reduce the risk of exposure by limiting the amount of time children are in care. The reduced hours will also allow the childcare operation to adhere to all heightened rules set forth by childcare licensing. Pandemic hours will be Monday through Friday from 8am to 4:30pm. Please view the separate Pandemic policy for any additional policies that are being implemented.

42. Doctor's Appointments

We ask that doctors appointments are made in the afternoon if at all possible. It has shown to be the least disruptive time of day for our schedule. For children receiving immunizations, Friday afternoon appointments are best. Children must be out of care for a full 24 hours following **ANY** immunizations. Children can have a reaction, fever, not feel well etc. after receiving immunizations and to limit our liability, we ask that this policy is followed with no exceptions.

43. Gang Free Zone

Any area within 1000 feet of a childcare center is a gang free zone where criminal offenses are subject to a harsher penalty.

44. Potty Training

Children grow and mature at different rates. We have much experience with potty training even the most stubborn child and we are willing to help. However, we will not start the potty training process. We ask that you take one weekend at home and focus on potty training and we will continue the process here. Children must wear a pull up or plastic covering over training underwear while at daycare until they are completely accident free for 2-3 consecutive weeks (excluding nap time). Our policy here at Tiny Tots is that the potty training process is started by 2 years 6 months old. We expect the process to be complete by 3 years old. No exceptions unless a medical note is provided detailing the child's condition. Around the child's second birthday is the optimal time to introduce potty training. We have had great success with the 3 day potty training method. Please visit www.gopottytraining.com for more information on this method. Below is an outline of the process here at daycare:

- Start potty training at home over a weekend
- Bring child in pull ups or training underwear with plastic pants over them and supply a package of pull ups to be kept at daycare
- Bring lots of changes of clothes since accidents will happen
- You may choose to put underwear on under the pull up as the child has less accidents to transition to all underwear
- we do not reward children for going potty, they will receive abundant praise and a stamp on the hand instead
- Children will be watched for potty cues and will be taken accordingly, at the very minimum once an hour
- Clothes that are soiled will be put in the provided ziploc bag and should be replaced the next day
- Consistency is key. Try to avoid starting and stopping toilet training. It may take longer than you expect but with consistency the child will get the hang of it.

45. Curriculum

Our school develops our own curriculum for each age group. We will work on developmental milestones and curriculum based on age every day. We also utilize standard curriculum for age appropriate learning. All children leave our program with skills to be independent and the knowledge to do well in preschool or kindergarten.

46. Security Cameras

Our space is monitored by cameras that are recording during all daycare hours. By

enrolling in daycare with Tiny Tots Academy you give consent for your child to be recorded by these cameras and you understand that your child may be seen on the camera footage by DFPS in the events including but not limited to the following: Accidents, incidents, licensing reports, DFPS investigations etc. **Video footage will NOT be shared with parents for privacy reasons, only with DFPS and CCL where the privacy of the children can be respected.**

47. Photo release

By enrolling your child at Tiny Tots, you are granting consent that they be photographed. We use photographs of the children in our center for brightwheel updates, and on occasion, advertisements, or printed promotional material. If you are uncomfortable with this its probably a good indication you are not right for our program. By signing our contract your implied permission is granted.

48. Parties & Birthday Celebrations

If you would like for us to pass out birthday invitations, you must send enough for the entire class. If you would like to provide a special snack for your child's class in celebration of a birthday or holiday, please speak with the daycare director at least 2 days in advance so the schedule can be accommodating. We encourage parents to provide healthier options for celebrations. Some suggestions include frozen yogurt, fruit muffins, low-fat pudding cups or pre-packaged fruit cups. Please make sure that items are factory packaged with complete ingredient lists for the benefit of those with food allergies.

49. Movie viewing

From time to time a video may be shown during daycare hours in lieu of outside time during inclement weather. Any video that is shown will be rated G or PG and will be appropriate for the viewing group. We typically have the TV on for music most of the day otherwise.

50. Defamation/ slander

In the event the parent/ provider relationship dissolves there is to be absolutely no slander of the other party. We welcome families to share their factual experiences, however, talking badly on the other party simply because the partnership has dissolved is not going to be tolerated. Respect is mandatory from both parties at all times. **Legal recourse will be taken swiftly in the event this policy is not followed.** All relief allowable by law will be sought including attorney's fees. We enforce this policy without exception or regard to any circumstance.

51. No Cell Phone Zone

Our daycare respectfully asks that you complete your cell phone calls prior to entering our center. This is for the safety of our kids. Additionally, when you enter the building, we may need to speak with you, so please complete your business before picking up your child.

52. No Smoking Zone

For the health of our students, we are a smoke free campus. This includes tobacco and e cig products. Please refrain from using these products anywhere on our property,

including parking areas and the street in front of our center.

53. Outside Employment

Employees of Tiny Tots Academy are prohibited from participating in outside employment with currently or previously enrolled families during all operating hours. If you choose to utilize the services of an employee of Tiny Tots for ANY reason outside of operating hours, you agree that Tiny Tots cannot be held liable for any cause of action that you may have against the employee.

54. Contact Information Updates

To ensure the safety of our students, it is imperative that parents maintain updated contact information. You may stop by the center or send an email if you would like to change any addresses or phone numbers that we have in your child's file.

55. Destruction of Property

It's to be expected to have normal wear and tear on the building and its belongings. Anything outside of normal wear and tear that has been damaged or destroyed, intentionally or not, will be invoiced for repair or replacement to the offending family and made payable immediately. Common sense is exercised in this policy. Please respect our property as if it were your own. This policy includes but is not limited to the following: Toys, playground equipment, furniture, windows, walls, mirrors, plumbing, holiday decorations, personal vehicles etc.

56. Minimum Standards for Licensed Child Care Homes

A copy of the Texas child care minimum standards is available for you to review at the centers office. Additional information is available at the DFPS website:
www.dfps.state.tx.us

57. Compliance History

Tiny Tots Academy welcomes you to view our compliance history with our state licensing agency. Your director can provide you with a copy of the center's most recent licensing inspection report or it can be viewed online at www.dfps.state.tx.us.

Our local licensing office can be reached at the following:

DFPS Childcare Licensing- 469-229-6900 550 E. 15th street suite 220 Plano, TX 75074

DFPS Child Abuse Hotline- 1-800-252-5400

58. Information on reporting maltreatment

We are REQUIRED by Texas State law and licensing requirements to report immediately to the police or Child Protective Services (CPS) any instance when there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation.

We may not notify parents when the police or CPS is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPS or the police when they are called. Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a seat belt or booster seat, unexplained marks or bruises on opposite sides of the body, and especially child hygiene issues.

The statewide Abuse & Neglect phone number is 1-800-252-5400, if you would like to

report any suspected abuse or neglect. Individuals, adults or children, who are being abused may find safe-haven at the local police department, fire department or public school.

59. Liability

We do have liability insurance in the event of an accident requiring medical treatment.

60. Emergency Preparedness Plan

Emergency Preparedness Plan outlines what staff will do in the event of an Evacuation, Relocation or Sheltering/Lock-Down of children: This plan is attached to the end of this handbook.

Agreement to the preceding policies and procedures is granted with your signature on the Tiny Tots Academy Provider Contract.

*****All funds are non-refundable for any reason. This policy is not up for debate. If you are uncomfortable with this policy, we are not the childcare center for you.*****