



Parent Guidebook

Welcome

Welcome to Tiny Tykes! Whether you are joining us for another great year of Tiny Tykes care or you are new to our Tiny Tykes family, we would like to take this opportunity to share some friendly reminders of our Tiny Tykes policies, our updated tuition rates and annual childcare agreement.

Thank you in advance for taking the time to carefully read this guidebook. Tiny Tykes may be our name, but the level of care and dedication we have to you and your children is anything but tiny!

Mission

Our mission is to provide a safe and affordable educational experience that is designed to:

- Give your child a sense of belonging
- Nourish their self-confidence
- Foster their creativity
- Nurture their spirit of adventure
- Make learning fun

Appendix

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701.642.8612
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2019 Tiny Tykes Child Care Agreement

The parties to this Agreement are _____ (Parent or Guardian) and Tiny Tykes, Inc.

Tiny Tykes, Inc. herein known as ‘the center’ operates a childcare facility and parent desires to enroll a child or children in the center. Parent agrees to pay fees accordingly to the following tuition and fee schedule and the parties agree to other terms and conditions as follows:

2019 Tuition Rates	6 weeks – 3 years	3 years – Kindergarten	School Age (Full Day)
Daily Rates	\$34.50	\$31.50	\$28.50

A. Fees

1. \$20 A one-time registration fee is required upon enrollment of your child at the center.
2. \$100 A security deposit due upon enrollment of an infant.
This is a non-refundable fee to secure your child’s spot.
All payments for care are due in advance, beginning on the first day of enrollment.
Payments are due weekly every Monday thereafter or monthly.
3. \$5 A late fee of \$5 per day will be added if a weekly payment is not received by the beginning of the business day on Tuesday (or the beginning of the business day on Wednesday if the center is not open on Monday). If payment is one week or more past due, care may be discontinued at the discretion of Tiny Tykes until payment, including late fee is paid in full.
4. If either party gives a 2-week notice of termination of care, the parent must pay for this time, regardless if care is being given. If parent does not provide a 2-week notice of termination of care, parent is still responsible for payment for this time period.
5. As written above, fees are payable in advance. However, if Tiny Tykes must resort to measures to collect on your overdue account by way of collection agency or any other legal action, you will be responsible for not only the account balance but the costs incurred by Tiny Tykes for such action, including attorney fees, plus 15% interest of any outstanding balance.
6. A preschool curriculum fee is established annually based on curriculum chosen and rates. This fee will be communicated with daycare families prior to the beginning of each school year.
7. Any damages over \$10.00 done to the building or the objects in it will be reimbursed by the parent unless it is an accident.

8. Fire Pull-Down Station- This is located by the front door. If your child pulls the fire alarm when they are in the parents possession the parents will be responsible to cover the fees associated with this when the fire department/police are notified. Anytime the alarm is pulled both the fire & police department are automatically contacted.

B. HOURS | HOLIDAYS | VACATIONS | ABSENCES

Hours of Operation

Tiny Tykes is open Monday through Friday, 7 a.m. to 6 p.m.

Holidays

There is no charge for the following holiday closures:

- | | | |
|-------------------|---------------------|---------------------|
| 1) New Year's Day | 2) Memorial Day | 3) Independence Day |
| 4) Labor Day | 5) Thanksgiving Day | 6) Christmas Day |
| 7) Christmas Eve | | |

If the holiday falls on a Saturday, the center will be closed the Friday before the holiday. If a holiday falls on a Sunday, the center will be closed the Monday after the holiday. If Tiny Tykes has enough available staff to work these shifts and there is enough interest in families we will have a signup sheet to see if it's a possibility for the center to remain open.

Vacations

To sustain a consistent schedule and budget for Tiny Tykes, it our policy that all family and/or school vacation days require regular tuition payment to reserve your child's enrollment at the center. Tuition is due prior to vacation(s).

C. IMMUNIZATIONS | HEALTH FORMS

Immunizations

Parents are required to keep their children's immunization records up to date in compliance with state licensing requirements. Parent agrees to provide the center with a current immunization record for each child. Parent further agrees to provide an updated copy of this record each time a child receives any additional immunizations.

Children may be exempt from immunization requirements for the following reasons:

1. Medical Exemption: Requires a certificate signed by a licensed physician stating that the physical condition of the child is such that immunization would endanger the life or health of the child.
2. History of Chickenpox Disease: Requires a certificate signed by the parent or guardian stating that the child has a history of chickenpox disease.

3. Philosophical, Moral or Religious Belief Exemption: Requires a certificate signed by the parent or guardian who's sincerely held philosophical, moral or religious belief is opposed to such immunizations.

D. ILLNESS | EXCLUSION

If your child is sick, payment in full is still required.

Parents will be notified when their child has signs or symptoms that require exclusion from the center. Reasons a child may be excluded are as follows:

1. An illness that is preventing your child from participating comfortably in activities.
2. An illness that has resulted in a need for greater care than the center can provide without compromising the health and safety of other children.
3. The child has any of the following conditions:
 - a. **Fever** - A child with a fever of 100 degrees or higher will be asked to leave the center. The child may return when they are fever free for at least 24 hours without the use of fever reducing medications.
 - b. **Diarrhea** - A child with uncontrolled diarrhea will be sent home from the center. The child may return when their stools return to a regular consistency. Any underwear or clothing that has feces on it or in it will be either bagged or thrown depending on your request. Please note that we are unable to dispose or clean out any feces.
 - c. **Vomiting** - If a child has vomited, they will be sent home from the center. The child may return when they have vomit-free for 24 hours and they are able to tolerate foods.
 - d. **Eye Infections** – Parents will be notified if their child has signs or symptoms of conjunctivitis. Child must be taken to doc and put on medication before returning.
 - e. **Strep Throat** - A child with strep throat will be sent home from the center. The child may return when they have been on antibiotics for at least 24 hours.

E. MEDICATIONS

All prescribed and over-the-counter medications must be brought in original dispensing bottle. A medication permission slip must be completed for each medication type and request to dispense. These forms can be provided to you upon request.

F. ACCIDENT | INJURY

If a child is injured during care and medical attention is required, parents will be notified immediately. It is vital that emergency contact information is kept up to date.

G. VISITATION

Parents and/or guardians are welcome to stop by or phone the center at any time.

H. PERSONAL BELONGINGS

A small amount of storage is available for each child. Each child should have a complete change of clothes in case of a spill or accident.

I. AUTHORIZED PICK UP

Parent is required to disclose all individuals authorized to pick up each child in advance. Tiny Tykes will release a child only to a parent, guardian or other adult as authorized by Parent. Any person picking up a child not known personally to Tiny Tykes staff will be required to present a picture ID.

J. CHILD CUSTODY

CHILD CUSTODY In most cases, both Mom and Dad continue to have equal rights where their children are concerned. If you have a court order that limits the rights of one parent in matters such as custody or visitation, please bring a copy to the office. Unless your court order is on file with us, we must provide equal rights to both parents.

K. WITHDRAWAL

Voluntary - A 2-week written notice is required for discontinuation of care in which payment as usual is required.

Termination - The director of the center may terminate the contract by giving a 2-week notice, payment as usual is required during this time.

Reasons for possible termination are as follows:

1. Consistent disruptive behavior by a child causing excessive management problems for the staff.
 - a. Documentation will be given.
 - b. Parent involvement will be suggested.

2. Lack of cooperation from parents/guardians to support the following guidelines:
 - a. Habitual late pick up of your child.
 - b. Out of date health, immunization and/or emergency forms.
 - c. Verbal, physical or psychological abuse of staff or children.
 - d. Continued delinquency of payment.

L. GRIEVANCE

Parent may contact the childcare center's director regarding a grievance at any time.

M. SUSPECTED CHILD ABUSE | NEGLECT

Early childhood services program providers and staff are mandated by North Dakota Century Code to report suspected child abuse and/or neglect to Social Services of Richland County. The director of the center will report all documented concerns.

N. ADDITIONAL TERMS AND CONDITIONS

Parent agrees to:

- Communicate
 - Make a concerted effort to consistently communicate your family schedule with the center.
 - Notify the center if your child is ill by **9:00 a.m.**
 - Notify the center if your child will be absent or late by **9:00**
 - Notify the Director of any contact information updates, i.e. address, cell or work phone numbers, e-mail.
 - Provide no less than a 2-week notice to the center when terminating care.
- Questions/Concerns
 - Share questions or concerns directly with your child's teacher. If your question or concern is not resolved, contact the Director.
- **Monthly Calendars**
 - You will find a monthly calendar in your family mailbox each month. This calendar will identify any days that Tiny Tykes will be closed for major holidays listed in this guidebook. We need your help to complete this calendar by identifying any days that you children will not be coming to daycare. This will assist the center in creating a staffing schedule each month. Parents are responsible for returning their monthly calendars by the 5th of each month prior to care. If a change needs to be made after submitting your family calendar, please notify the Director immediately. If your child is marked on your calendar as absent you must get approval by the director prior to bringing

for the day. We understand you are being charged for the day however we need to have adequate staff present for the day.

- Monthly Calendars: It will be REQUIRED for your family to turn in a monthly calendar EACH month. If your child's schedule has no changes please write that on the calendar and turn in. If any changes occur after your schedule is submitted please see the director ASAP to see if changes can be made.
- Please make sure on dates around the holidays you read each calendar carefully as we do sign-up sheets to determine how many staff will need to work. Thanks for your help and cooperation!

- Payment for Absences
 - Parent agrees to pay for days in which their child is absent. There is **NO CREDIT** given for illness, funeral or any other absences. There is **NO CREDIT** given on inclement weather days when the center is open for any portion of the day.
- Late Fees
 - Parent agrees to pay a late fee of **\$1 per minute, per child after 6 p.m.** if a child is not picked up by the center closing time. Parent understands that after 6:30 p.m. Monday through Friday, if the emergency contact listed for a child cannot be reached, Wahpeton Police Department will be called and the proper authorities contacted.
- Non-Sufficient Funds
 - Parent agrees to pay a **\$30 fee** for any payment by check resulting in non-sufficient funds. Parent agrees that following an NSF check, parent may be required to make all future payments in cash. Childcare will be terminated for non-payment of services.
- Check-In Procedure
 - Parent agrees to accompany children into the building and escort them to their classroom. Parents will also sign children in and out every day.
- Alternate Pick-Up
 - Parent agrees to notify the director of the center, or designee, if someone other than parent will be picking up a child and provide contact information for any person picking up a child and an alternate contact number where parent may be reached.
- Withdrawal
 - If a child is withdrawn, the child's spot may be filled immediately. In order for a child to re-enroll, an opening will have to be available. If no openings are available, a child will be placed on the center's waiting list.
- Fees
 - Parent understands that childcare fees may be subject to change at any time during a child's enrollment and that parent will need to sign a new agreement each time the childcare tuition changes.

- Emergencies
 - In an emergency, the center has parent’s permission to seek medical help as seen fit in the child’s best interest. Parent understands that it is their responsibility to keep all emergency information in a child’s file current and up-to-date.

Accountability Procedure

In the event a child is not picked up or a child is absent without notification from a parent or guardian the centers protocol is to:

- First – attempt to call the parent, and/or other contacts listed for the child
- Second – attempt to call the school
- Third - call authorities

Conduct Procedure

The center reserves the right to dismiss any child whose behavior and/or any parental behavior becomes disruptive or detrimental to the peace and safety of the other children or staff. The childcare center will work closely with the parents to try to resolve any behavioral problems. Parent understands that childcare services may be terminated if an agreement cannot be reached; or the peace and safety of the other children and/or staff are at risk.

Complaints

Should you have a complaint or feel the need to report a licensing violation:

- Call Social Services at (701) 642-7751. Tiny Tykes will post any correction order within 3 business days until the violation has been remedied.

Outdoor Policy

- It is extremely important for children to have outdoor playtime on a daily basis. If you request your child not to go outside, it is required for you to obtain a written order from your child’s health care provider. If you feel you child is too sick to go outside then they are probably too sick to be at the center.
- Parents are required to make sure their children are dressed appropriately for the weather. Hats, mittens, jackets, snow pants, and boots are required by the parents to bring each day. You will be notified if your child does not have the proper clothes.
- Aquatic Activity: There are no swimming pools or wading pools at our center.

- PLEASE RETAIN ALL PAGES OF THIS AGREEMENT ASIDE FROM THE SIGNATURE PAGE -

**TINY TYKES
2019**

Signature Page

I HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.

**Parent/Guardian's Name
(Please print)** **Primary Contact Number**

Parent/ Guardian's Address

Child's Name **Date of Birth**

Child's Name **Date of Birth**

Child's Name **Date of Birth**

Mother's E-mail Address **Father's E-mail Address**

Parent/ Guardian Signature **Date:**

Director's Signature **Date:**

- PLEASE RETAIN ALL PAGES OF THIS AGREEMENT ASIDE FROM THE SIGNATURE PAGE -

Revised 11/27/17