



**The Place Kids Love and Parents Trust**

# Parent Handbook and Policies

## **Introduction**

This handbook is intended to answer parent's questions regarding admission, policies, emergency information, curriculum, etc. The information is subject to change from time to time and the school reserves the right to add, remove, or alter the policies contained in this handbook without notice.

## **Our Mission**

Tender Tots is committed to continuous individualized enriched and education for children in order to reach his or her full potential socially, emotionally, and cognitively while entrusting in our learning environment.

## **Our Philosophy**

The philosophy of Tender Tots is based on a set of strong held beliefs: that each child is a unique individual. We are sensitive to child social, emotional, intellectual, and physical needs. We provide developmentally appropriate programs that focus on the process of learning and helping children enjoy successful experiences. We encourage not just learning but also the love of learning.

Tender Tots believes in providing a physical environment that is safe, clean, healthy, and oriented to children. Classrooms are arranged to offer challenging play and learning choices at a range of developmental levels. Activities allow children the opportunity to explore, experience, and most importantly succeed.

We believe that the strength of our program is in the dedication of our teaching staff. We support our teachers with training, resources, and freedom to create a unique learning experience for children. We provide many opportunities for teachers to share ideas and grow professionally. Our teachers create a caring and nurturing atmosphere which fosters each child creativity and positive self-image.

Tender Tots believes in positive methods of discipline. We establish consistent, age appropriate limits to help children function in their world. Our programs are designed to develop a sense of independence and responsibility in children.

We strive to create mutual respect between parents and teachers. A partnership is important and benefits the child. We encourage daily communication between parents and school staff. We believe parents are the most significant adults in a child's life. Doors are open to parents at all times. Tender Tots is an organization that values people, the children in our care, their parents, and our employees. We continually work to earn the trust placed in us and strive each day to be the best providers of early childhood education services in the community we serve.

## **Our Curriculum**

What sets our preschool program apart from all the rest? It's a program that is carefully researched and thoughtfully executed. We approach every day with imagination, innovation, and most of all fun! Studies have found that learning improves when children are engaged in an enjoyable and meaningful activity; that is why every curriculum includes a variety of intriguing activities that stimulate early brain development with focus on creative play. Although it may look like kids are just having fun, it's also learning in action. This is just another way we make sure your child gets the most out of his or her school experience.

Additionally, we spend a lot of time listening to and talking with children. This type of positive interaction encourages the development of emotional awareness, language and social skills. It also enhances the development of positive self-esteem. We also provide lots of opposites for each child to develop personal interest at his or her own pace.

Tender Tots is a place where learning and fun become one. Children are more likely to retain information learned when they are engaged in an enjoyable and meaningful activity. This is what Tender Tots is all about. Our Childcare Program and Preschool Curriculum integrate a wealth of intriguing and engaging learning activities that stimulate brain development in children.

## **Our Staff**

At Tender Tots we believe that the teaching team is the cornerstone for implementing our philosophy. Our Childcare staff creates a caring, nurturing atmosphere and fosters each child's creativity and positive self-image. We have identified the skills and competencies teachers must have to meet the childcare and early education needs of children. Members of the teaching team are carefully selected, trained, and evaluated. All staff members undergo background checks at the time of hire.

We promote the professional development of our teachers and support personnel. Children also benefit from ongoing teacher education since it addresses areas directly related to improving curriculum, interpersonal interactions, health and safety and other relevant topics.

We support center management and teachers with ongoing training, resources and freedom to create unique learning experiences for children. We provide many opportunities for staff members to share ideas and grow professionally.



## **Admission**

All forms necessary for each child's file are required to be completed prior to their first day of school. All children must have a current and completed NYC Health Department Immunization Form at the time of enrollment. Please keep the school up to date with ongoing immunization records. Children with special needs are evaluated prior to enrollment. We are happy to welcome them if it is mutually determined that we meet their needs.

## **REGISTRATION**

Each item **MUST** be completed prior to your child's first day!

- \$100.00 Registration Fee
- A COMPLETE Registration Form
- A COMPLETE Medical Form
- A signed copy of the parents' permission page, located at the end of the Parent Handbook

## **Non-Discrimination Policy**

Tender Tots does not discriminate on the basis of race, religion, culture, heritage, political beliefs, marital status, national origin or sexual preference.

## **Wait List**

A \$100.00 non-refundable wait list fee and completed registration form are **REQUIRED** to be added to the wait list. The wait list fee will be applied to registration fee once you are enrolled.

## **School Hours**

Regular school hours are 7:30am to 6:00pm. ALL CHILDREN MUST ARRIVE NO LATER THAN 9:30AM. If a child arrives after 9:30am they will not be allowed to stay for the day.

## **Arrival and Departure**

For security reasons each parent or specified approved adult must sign his or her child in and out every day during drop off and pick up. If anyone other than the parent or guardian is picking up a child, photo identification **MUST** be shown.

It is very important to your child that you are on time dropping him/her off in the morning. The staff creates wonderful lesson plans every day and it is unfortunate when children miss out on activities. It is also very disruptive to students and teachers. We kindly ask if you cannot make circle time to wait until it is over to ask the director to walk your child to class. At the end of each day, please check your child's cubby or mailbox for their daily sheet, special project and other important letters.

ONLY parents and those listed on the authorization the release form are allowed to pick up students.

## **Separation**

Beginning school is a significant occasion and can be a source of positive growth for everyone involved. Parents are limited to remain with children for several days as they ease through the transition of staying in school. Once a smooth transition has been accomplished we kindly ask for parents to give a hug and a quick goodbye.

## **Open Door Policy**

Infant parents are welcomes to visit at any time. Preschool parents MUST arrange visits with the classroom teacher in order to accommodate the class schedule. We encourage parent involvement through the schools functions, conferences, trips, special events, birthday parties, and workshops. In cases such as maternity leave, job-related leave of absences, illness, vacations, and summer months FULL PAYMENT or tuition is required to hold your child's spot.

## **Late Fee and Overage Charges**

**YOU WILL RECEIVE A FIRST TIME WARNING FOR LATENESS. AFTERWARDS YOU WILL BE CHARGES \$1.00 PER MINUTE PAST DESIGNATED PICK UP TIME.**

## **Absentee and Vacation Policy**

There will be NO REFUNDS or "MAKE-UP DAYS" for absenteeism or vacations. Parents are required to call or e-mail the school when children are out. If after three consecutive days we have not heard from you, the school will contact you. If we cannot contact you after five days we will call your emergency contacts.

## **School Rules**

1. We use gentle hands
2. We use kind words.
3. We use walking feet
4. We use quite voices
5. We clean up our toys
6. We share with our friends

## **Dismissal**

Tender Tots reserves the right to dismiss a child if we cannot meet his/ her needs. Prior to dismissal all attempts will be made to work with the child to resolve his/her needs. A problem-solving session will be held by the director and the parent to help develop a plan to resolve the problem and best meet the needs of the child. Grounds for dismissal are listed below:

- Child exhibits extremely aggressive behavior that endangers other children or staff
- Unwillingness of parents to work with teachers in the management of their child's behavior and/or refusal to follow the preschool recommendations for outside support services.
- Child's developmental needs are not being met
- Non-payment of tuition or late fees
- Parents exhibits severe aggressive or threatening behavior towards preschool staff or other families.

## **Family-Friendly Policy**

All parents, teachers, children, and administrators are treated with kindness, friendliness, patience, and respect. We take every step to resolve issues in a respectful, compassionate manner.

## **Nap Time Hours**

By law, children are required to at least a one-hour nap allowance. Additional quiet activities will be provided for those no sleeping. Parents must provide crib-sized fitted sheets for children. Bedding is sent home to be laundered every Friday.

## **Outside Play/ Indoor Gym**

Children may go outside if the temperature is 32 degrees or higher. The director and the teachers will use their best judgment when dressing the children and deciding how long to stay outside. Teachers are required to bring an emergency bay that must contain emergency contact information and a first aid kit.

## **Birthday Celebrations**

Birthdays are a special time and will be acknowledged throughout the day. Families may provide a simple healthy treat to be shared during afternoon snack time. Please remember we are a nut free school. Due to allergies and choking hazards, gift bags are discouraged. Please notify your child's teacher if you plan to bring a snack. Parents are required to help during preparation and cleanup.

## **Parent Communication**

Your child will go home every day with a sheet outlining daily activities. Additionally, monthly newsletters are sent to outline upcoming events and activities. Please check your child's mailbox every day for receipts, notices, and monthly newsletters.

## **Changes At Home**

We are aware that families come in all shapes and sizes. To help us give your child the most successful experience possible, we need you to inform us of changes in your home routine and family life. Changes that adults adjust to easily can sometimes prove to be difficult for your young child. Some examples include: if you are moving, if a family member is staying with you, a family member is out of town, a recent death in the family, etc. Please let us know.

## **Parent-Teacher Conferences**

Parent/Teacher Conferences will be held throughout the year. Please check the dates on the school calendar.

## **Strollers**

Parents must fold and hang all strollers in order to comply with regulations established by the Fire Department and The Bureau of Daycare.

## **Toys From Home**

Please do not bring toys from home unless it is your child's "Show and Share" day. If so, items must be placed in the cubbies until it is time to share. We have found that toys from home are a big distraction to both the teachers and the children. **SCHOOL TOYS AND BOOKS MAY NOT BE BORROWED.**