

## **INTRODUCTION**

This child care handbook contains the policies and procedures of Teddy Bear's Playhouse, it is meant to serve as a reference guide. It is not meant to cover every aspect of the child care program or every situation which may arise. Feel free to contact the Director with questions concerning the contents of the Handbook.

We reserve the unilateral right to add, delete or amend the policies and procedures in the Handbook, including tuition rates and fees, upon written notice to parents.

This Handbook is the exclusive property of Teddy Bear's Playhouse and is intended for the exclusive use of the parents/guardians of enrolled children. This Handbook may not be copied or distributed to any third party without express written permission of Teddy Bear's Playhouse.

## **PHILOSOPHY**

Child care: Our facilities and equipment offer unending opportunities for play and exploration, both indoors and out. Our program recognizes that each child has individual needs and has a right to grow and develop at their own rate. We strive to meet these needs. It is our belief that the parents are primary caregivers, responsible for their child. Our goal is co-operation and consistency of care between home and center.

Pre-school: Our pre-school program is based on the philosophy that children grow and develop to their fullest potential if given the opportunity to explore, create, and problem solve with materials appropriate to their developmental age. Pre-school class is held daily during the morning hours and children are placed in classes based on age. Each pre-school instructor is qualified to teach your children letters, numbers, colors, shapes, sizes, language, social skills and when your child is developmentally able, handwriting skills.

Our curriculum is based on weekly themes and letters of the alphabet, monthly colors, numbers and shapes. Our everyday activities include: science, pre-math, computer skills, language arts and large and small motor skill activities. We also provide dramatic play, cooking, art, finger plays, poetry and songs in our daily routines. Your child will move to different rooms in our facility approximately every hour or less. They will stay with the same instructor and group throughout the morning pre-school session.

## **GREAT START TO QUALITY**

We are proud to be participating in Great Start to Quality, Michigan's quality rating and improvement system for child care providers and preschool programs. Great Start to Quality rates child care and preschool programs on a scale of one-to-five Stars based on state quality standards of care, safety, professionalism and early learning. This is great news for your child because research shows that children start learning from day one-long before Kindergarten-

which is why quality child care and preschool are key to helping them succeed in school, work and life. Your child deserves the best, which is why we take part in this important effort to help make sure that your child has the highest quality experience. Additional information regarding ratings and participation is available at [www.greatstarttoquality.org](http://www.greatstarttoquality.org)

You can be confident that as a Great Start to Quality program we meet Michigan's standards for health and safety, and regularly exceed other state standards. Thank you for entrusting our program with your child's learning and care. Our efforts to achieve a Great Start to Quality Star rating ensures that your trust is well-placed.

### **OUR PROGRAM**

Teddy Bear's Playhouse provides a developmentally appropriate program which includes all of the following areas:

1. Physical development, including large and small muscle activities
2. Social development, including communication skills
3. Emotional development, including positive self-concept
4. Intellectual development
5. Quiet and active play
6. Individual, small group and large group play
7. Child initiated and adult initiated activities
8. No less than 30 minutes of developmentally appropriate emergent literacy activities
9. Cognitive development
10. Creative experience through art, music and literature
11. Early math and science experience

We begin our days with a transition time, which allows your child an unstructured adjustment period. S/he may wish to rest some more or have breakfast and socialize. We serve cold cereals, milk, juice and toast. Some children prefer to bring something from home for breakfast, which is OK too. We'll supply utensils, syrup and jelly. Children may like to listen to a story, play with quiet type toys or just observe. We believe starting the day in an un-pressured atmosphere helps your child cope more comfortably with his/her environment.

A nutritious snack is served both mid-morning and mid-afternoon. Parents are responsible for bringing a lunch with a thermos or juice box. We ask for your co-operation in packing healthy lunches. A typical lunch usually includes a protein item, fruit and/or vegetable, a snack food and a treat. We have microwaves for heating food items and all lunches should go into our refrigerators upon arrival for the day. Parents who work close by, or are able to arrange it, are invited to share lunchtime with us. Lunch is followed by a quiet time and while not all children are required to nap, they are required to rest. The remainder of the afternoon is devoted to individual and group exploration, indoor and outdoor play, games and story time.

Children two and half years of age or older, attending on a full or half day morning, will be involved in our age appropriate pre-school program without additional fees.

### **PRE-SCHOOL**

Our pre-school program provides your children with many experiences: Puzzles, books, blocks, climbers, riding toys and dramatic play props. We also offer children the opportunity to be involved in a wide variety of art experiences that encourage the child to be creative with many types of media. A good sense of language is fostered through poetry, stories, finger plays and songs. Group activities are spontaneous, providing attractive, stimulating and developmentally appropriate activities. Letters, numbers and colors are used in a casual manner. Many manipulative, along with language experiences are used to this means. Providing opportunities for adult/child and child/child interactions fosters social and emotional development. Yet all the while, the child is being continuously challenged. In order to begin to read and perform other academic tasks the child must first gather meaning from the world and develop an awareness of concepts. The child must touch, taste, smell, hear and see so that they may be able to have many satisfying sensory and sensory motor experiences. Perceptual development will follow due to this concept of learning. This is how the child interprets his/her sensory experiences, which is a prerequisite for developing the mind.

The program we pursue is geared toward helping the child develop habits of observation, questioning and listening. It gives them awareness of their own feelings and of their right to express those feelings by sometimes channeling them into other choices. As long as they stay within the limits of consideration for people and things, they do not always have to conform. An open-end program like ours prepares the children to utilize their intellectual and creative abilities in future learning tasks.

Most importantly, our program encourages a child's feeling of self-worth. We strongly feel that a self-confident child with a positive attitude will grow to be a happy successful adult. What more can we ask of education?

### **TYPICAL ROUTINE**

#### **Infant**

When parents arrive for the day it is required to complete a parent information form. This gives your child's primary care provider the information needed to properly care for your infant. These forms are meant to be a guideline to the times your baby will need to eat and sleep. Infants in our care are allowed to eat and sleep on demand. Our day is busy with bottles, feeding and diapering and "floor time/fun time" activities. Outdoor time is daily. Please be sure to provide weather appropriate clothing every day. Depending on the age of your infant, we may visit our playground area. Daily activity plans are posted weekly for parents to view.

### **Toddler**

Our toddler room provides the increased activities that children at this age need. The transition from infant room to toddler room will begin when the care providers and Director feel your child is ready. We will inform you of the upcoming change and provide you with a tour and information necessary to make the transition as easy as possible. Signs that your infant is ready for the toddler room may include, an increased activity level, using sippy cups, eating at pre-determined times, napping once per day while in our care, walking/running with ease and increased language skills. Academic lesson plans, art and sensory projects are designed with the toddler age in mind. A separate age appropriate outdoor playground area is provided for our toddlers. Outdoor play is every day, weather permitting. The center provides breakfast (dry cereals, milk, juice and toast. You may provide your own breakfast if you choose) and 2 nutritious snacks per day. Approximately 11:30 we have our lunchtime. Parents provide their own child's lunch or they can purchase a hot lunch from the center. The lunch menus are available at the front desk or on our web site: [tbplayhouse.com](http://tbplayhouse.com). Hot lunches are in addition to weekly tuition. After lunch we have our rest/nap time. Children can nap until 2:30; at that time we will begin to wake any sleeping children. Our afternoons continue with a pm snack, outdoor play (weather permitting) and classroom rotations. We sum up our day with a quiet story time or a simple art activity until parents arrive for pick up.

### **Pre-School Age**

Like the children we care for, our schedule is busy, starting the morning with a simple, but nutritious breakfast. Age appropriate Pre-school classes form at 9am. Our preschool aged children will rotate into many different rooms in our building. Each room provides age appropriate activities and educational opportunities. Of course, outdoor play is every day, at least twice per day, weather permitting. We may limit outdoor play to once per day during the winter months. About 11:30-12:30 we have our lunchtime. Parents provide their own child's lunch or they can purchase a hot lunch from the center. The lunch menus are available at the front desk or on our web site: [tbplayhouse.com](http://tbplayhouse.com). Hot lunches are in addition to weekly tuition. After lunch we have our rest/nap time. Children can nap until 2:30; at that time we will begin to wake any sleeping children. Our afternoons continue with a pm snack, outdoor play (weather permitting), and classroom rotations. We sum up our day with a quiet story time or simple art activity until parents arrive for pick up.

### **\*School Age**

During the morning hours before children get on the bus for school, we provide breakfast and quiet activities until your child leaves for school. When children return back to the center, we provide a PM snack and opportunity to socialize with their friends. If parents request, we can offer our assistance with homework assignments. Our school age classroom is filled with many

activities to keep your child busy and safe after school. \* Our Brighton location currently provides before and after school age care.

#### **\*Summer Camp**

This is a program available for children who have completed at least 1 year at school. We provide breakfast, 2 snacks (both mid-morning and mid-afternoon). Lunches are provided by the parent each day. Some locations allow hot lunches to be purchased if the children are on-site during the lunch time. Hot lunch fees apply. On site activities as well as off-site field trips are all a part of our summer camp. Field trip times vary, but we usually leave by 9:30am and return by 3pm. We spend most of our day outdoors, and we have a dedicated school age room for those days and times that we want or need to come inside. \*Our Brighton and Martin Rd locations currently provide summer camp programs. Many of our Commerce families will utilize the summer camp program at the Martin center due to the close proximity.

### **CARING FOR CHILDREN WITH SPECIAL NEEDS**

Inclusion of children with special needs has been shown to enrich the child care experience for all staff, children and families of enrolled children. All families will be treated with dignity and with respect for their individual needs and/or differences.

Children with special needs will be given the opportunity to participate in the program to the fullest extent possible. To accomplish this, we may consult with agencies/organizations as needed, provided parental permission is granted.

In all emergency situations, children with special needs, regardless of the emergency or crises, will need to stay with their primary care provider. The primary care provider will bring or keep with them any special equipment or medical supplies.

### **CONFIDENTIALITY**

Each child has a right to confidentiality. All information pertaining to children in the program, including all reports, records and data, are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of the parent, unless required by statute, court order or licensing mandate.

### **NONDISCRIMINATION POLICY**

Teddy Bear's Playhouse will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of child care services provided, in a manner which does not discriminate against any child, parent or family. This would include race, color, religion, national origin, sex, disability, weight or age.

## **MOVIE TIME**

We will occasionally view age appropriate movies. Movie times are restricted to early morning (before pre-school class begins), during quiet time after lunch or at the very end of our day while waiting for parents to pick up. There will always be other activities available for those children who choose not view the movie. Non interactive media shall never exceed 2 hours per week per child. We feel our instructors and caregivers plan many exciting activities and there is very little time left for movie viewing. We do not have movie viewing for children under the age of 2 years old.

## **OUTDOOR PLAY**

The Department of Human Services Bureau of Children and adult licensing, requires that every child (including infants and toddlers) receive outside time every day, weather permitting. For this reason, we need you to provide weather appropriate clothing for your child/ren every day. Due to staffing requirements we are **unable** to keep your child indoors during outdoor time. In the event that your child does not come to the center with appropriate outdoor wear, we will improvise the best that we can. You will be notified that your child did not have appropriate clothing for outdoor play and it will be required to be brought in for your child's next attendance day. If you ever feel your child is too sick to go outdoors with his/her group, please keep your child home for the day. It is our health policy that if a child is too ill to go outdoors, they are too ill to be at the center. Outdoor play is a healthy fun way for children to learn and get daily needed exercise. We make it a priority to go outdoors every day, weather permitting. Children that are in attendance for an entire day will expect to receive 2 hours of outdoor activity. This time will be divided into approximately 45 minute time frames incorporated throughout the day.

Winter outdoor clothing: Snowsuit or snow pants, coat, gloves, boots, and hat. Infants need appropriate warm footwear as well; be sure your infants' snowsuit has foot covers attached or provide us with boots.

Spring, Summer and Fall: A jacket that accommodates for the days' weather conditions. Layering of clothing is recommended for Spring and Fall due to the unpredictability of the weather. Remember to bring shoes or appropriate footwear for your infant.

## **DISCIPLINE**

What appears to be aggression or destruction in young children's behavior often is only exploration and manipulation. However, this behavior should not result in children being hurt or equipment being abused. Discipline at Teddy Bear's Playhouse is always on a positive note. We have found that young children **almost always** can be redirected. Adult intervention will never involve physical punishment; nor will it be accusing, blaming, shaming, scolding or guilt rendering in nature. A child will not be deprived of meals or snacks, rest, toilet use, outdoor play,

gross motor activities or daily learning experiences. Only non-severe or developmentally appropriate discipline or restraint may be used when reasonably necessary to prevent a child from harming themselves or others as well as their belongings. Any child that is exhibiting signs of physically aggressive behavior toward other children, staff, or our equipment will be monitored closely for patterns and possible reasons for the behavior. We will promptly notify you of your child's behavior and arrange either a phone or personal conference regarding the behavior to determine a plan of action. While each situation is different from another we cannot allow a child to continue to harm other children, staff or equipment.

We will assist parents with a plan of action in order to maintain enrollment but, in some cases, withdrawal from the center may be necessary. We often will suggest a 2 week withdrawal period from the center and try again after that time. Please note that tuition is not excused during this time period. If, after returning, the unacceptable behavior continues, a permanent withdrawal will be required. Examples of unacceptable behavior are: biting, scratching, hitting, spitting, hair pulling, breaking toys, severe temper tantrums, inappropriate language (profanity), an inability to follow clear and simple directions, or creating severe distractions that prevent the teacher from continuing with scheduled activities. We will always make children aware of the undesirable behavior and then give the child the opportunity to deal with the situation in a more constructive manner.

### **INAPPROPRIATE PARENT/VISITOR CONDUCT**

Parents and visitors are expected to maintain professional and rational behavior while in the center or on the premises outside. At a minimum, the following actions or behaviors will be grounds for dismissal:

1. Acts of violence, including assault and battery
2. Harassment of, or threats against, the staff, other parents, or children
3. Possession of illegal substances or firearms
4. Verbal or physical abuse of any child
5. Profanity
6. Loitering
7. Disruptive behavior

### **STAFF and VOLUNTEER screening policy (Including parents)**

A staff member shall not be present in the center if he/she has been convicted of any of the following:

- A listed offense, as defined in section 2 of the sex offenders registration act, 1994 PA 295, MCL 28.722
- Child abuse or neglect

- A felony involving harm or threatened harm to an individual within the 10 years immediately preceding the date of hire

A staff member shall not be present in the center until there is documentation from the department of human services on file at the center that he/she has not been named in a central registry case as a perpetrator of child abuse or child neglect

#### Volunteers/Parent Volunteers

Documentation shall be on file at the center that a volunteer has not been convicted of any of the following before having unsupervised contact with children:

- A listed offense, as defined in section 2 of the sex offenders registration act, 1994 PA 295, MCL 28.722
- Child abuse or neglect
- A felony involving harm or threatened harm to an individual within the 10 years immediately preceding the date of offering to volunteer at the center
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Documentation from the department of human services that a volunteer has not been named in a central registry case as the perpetrator of child abuse or child neglect shall be on file at the center before having unsupervised contact with a child in care.

Documentation required by subrule 4,6,7 and 8 will be renewed every 2 years at renewal and upon request by the department and shall be kept on file at the center.

A central registry clearance and ICHAT will be obtained prior to hire of any employee having contact with the children. If a staff person has resided outside of this state as an adult within the 10 years immediately preceding the date of hire, a criminal history check equivalent to Michigan department of state police (ICHAT) and the department of human services central registry clearance shall be requested for all states of previous residence during those 10 years.

- Volunteers will be supervised at all times by employees of Teddy Bear’s Playhouse.
- Volunteers may not provide care for children or take children to the Bathroom.
- A parent volunteer may only provide care for their own child, if they are listed on the “Child Information Card”
- Employees cannot ask for volunteers to provide care for any child. Or leave a volunteer to supervise the classroom while leaving the room for any reason or any length of time.

## **CRIMINAL HISTORY CLEARANCE**

All employees and any volunteers that have unsupervised contact with the children of Teddy Bear's Playhouse are required to have a Comprehensive Background Check. A comprehensive background check includes:

- A check of the licensing database for previous disciplinary action.
- FBI fingerprint check (checks include all state and federal crimes).
- Michigan child abuse and neglect registry.
- National Sex Offender Registry.
- Criminal history registry and child abuse/neglect registry for any states of residence in the past 5 years.

## **CLOSURE**

Teddy Bear's Playhouse may be closed due to loss of electricity, fire damage, communicable disease outbreak, ect. Parents agree to arrange alternate emergency child care for these situations. In the event Teddy Bear's Playhouse is closed more than two consecutive days, the parent is relieved of any financial obligation to pay for those days in excess of two business days. Parents further agree to resume use of the child care program as it resumes operation. Nothing in this provision alters the contractual provision relating to the required length of notice for termination of the child care contract or handbook.

## **FULL TIME VACATION POLICY**

Full time students that are enrolled 52 weeks a year are entitled to a two week vacation period (10 days) during which we reserve your child position even though they are not in attendance. The student must be with us for six months before s/he is eligible. Please use your vacation within the anniversary year; vacation time does not accrue or carry over to following years and must be used while your child/ren are enrolled on a full time basis. Due to staff scheduling, notice of vacation must be given one week in advance.

Please note: A change in enrollment status, from full time to part time, will result in a forfeiture of any unused vacation days and a new six month waiting period must be established.

Sorry, we cannot retro vacation credits more than 30 days prior to the date of request.

## **PART TIME VACATION POLICY**

Part time students are entitled to one vacation day during each six month time period enrolled, which is accrued after six months of consistent enrollment. Vacations must be used within the anniversary year and will not carry over into a new anniversary year. Part time students will also receive one credit day annually for a holiday of their choice. The holiday must fall on one of

your child's regular scheduled days and be a holiday the center is closed. As with vacation time, holiday credits are only available after six months of consistent enrollment. Please use any earned credits and vacation time prior to a change in your enrollment status. Due to staff scheduling, a notice of vacation must be given one week in advance.

Please note: A change in enrollment status, from part time to full time, will result in a forfeiture of any unused vacation days and a new six month waiting period must be established.

Sorry, we cannot retro vacation credits more than 30 days prior to the date of request.

### **REGISTRATION FEE**

**Registration Fee:** \$85.00 for first child and \$50.00 per each additional child enrolled. (Non- Refundable).

The registration fee is used to offset the administrative expenses incurred in processing enrollment applications. If a family withdraws from the center, for any reason, and returns at a later date, a new registration fee will be charged. The registration fee may not be used to offset child care fees.

### **FAMILY DISCOUNTS**

We offer a 10% discount to the oldest child of families with two or more children enrolled. To be eligible for the discount all children must be enrolled on a regular basis and for the same days, same hours and the same number of days. Summer camp is an additional component of Teddy Bear's Playhouse and family discounts may be different than above. Please reference your summer camp guide book for more information.

### **METHODS OF PAYMENT ACCEPTED**

Parents may pay child care fees with any of the following:

1. Check
2. Money order
3. Cash (There is a check, money order and cash discount)
4. Visa, Master Card, Discover, American Express, JCB or Diners Club

Please refer to the "Tuition Rate Schedule" for further details.

When a check is returned for insufficient funds, Teddy Bear's Playhouse will immediately re-deposit the check for payment and will notify the parent that a processing fee will be charged. If a check is returned for a 2<sup>nd</sup> time, or is returned for "account closed", Teddy Bear's Playhouse will issue a written or verbal request to the parent for immediate payment of the check, plus applicable processing fees and civil damages/costs allowed by Michigan Law.

If the full amount of the check and processing fee is not paid within 5 days, excluding weekends and holidays, after the request for payment was made, the parent will be responsible for the following, as provided by Michigan Law:

1. The full amount of the check
2. The processing fee
3. Civil damages of two times the amount of the check or \$100.00, whichever is greater
4. Costs of \$250.00
5. For any delinquent amounts parents will also pay Teddy Bear's Playhouse reasonable costs of collection, including any attorney fees.

Following more than 1 dishonored check, all payments must be made by certified check, money order or cash for no less than three (3) months.

### **FIRST WEEK'S TUITION**

Upon enrollment the first week's tuition is charged to reserve your child/ren's space in a classroom; the first week's tuition is **non-refundable**. A non-refundable registration fee is also required for enrollment. See page 10 for more information regarding registration fees.

### **BIRTHDAYS**

We feel your child's birthday is important to celebrate. With prior Director authorization, you may bring in a treat from our approved snack list. This treat will be shared with your child's class during the snack period. Your child's teacher and classmates will sing "Happy Birthday" to make this a special time for your child. Although we enjoy offering birthday snacks, due to allergies, we do not allow any home baked goods.

### **APPROVED SNACK/TREAT LIST**

1. Oreo Brand Cookie
2. Kellogg's Original Rice Krispie Treat (not any other brand or flavor)
3. Hunts snack pack pudding- chocolate or vanilla
4. Hostess brand powdered or frosted donettes
5. Cut up fresh fruit

### **FOOD ALLERGIES**

We may, at times, have children enrolled with moderate to VERY SEVERE allergies to peanuts and/or peanut products. Teddy Bear's Playhouse already has policies in place to help minimize the risk of exposure to peanut products and we do not serve food items at snack or lunch that contain peanuts, peanut butter or peanut oil. **We are not a peanut free school**, but we would like to ask your help to lessen the risk of exposure to those children with allergies. If possible,

do not send in peanut butter sandwiches or items that contain peanuts in your child's lunch. This will greatly decrease the potential for exposure to peanut products. If your child does bring in a peanut butter sandwich or items that contain peanut products, we will make sure that he/she does not sit next to someone with peanut allergies.

If your child develops a new allergy to a food item or is no longer allergic to a food item, please make management aware so we can add or remove your child's name from our allergy alert list that we keep posted on our refrigerators.

### **FOOD SERVICE AND NUTRITION**

#### **Toddlers and children under the age of 3 years:**

Toddlers and children under the age of 3 often swallow pieces of food without chewing it. 90% of fatal chokings occur in children younger than 4 years of age. When the "**Center**" provides food (breakfast, snack or lunch) we will only serve foods appropriate for the individual ages and we will cut up food into age appropriate pieces.

When food is provided from **HOME:** The parent will be required to cut up foods into age appropriate pieces. Please keep in mind that some food items **CANNOT** be served in a licensed child care center to children 2 ½ years of age and under (per licensing rule R400.8330(11)). The foods are as follows:

**Popcorn, Seeds, Nuts, Hard Candy, marshmallows, raw carrots, chips, hard pretzels, uncut/unpeeled apples, uncut round foods such as, whole grapes, hot dogs and small tomatoes.**

For children under the age of 3; foods will need to be cut into pieces no larger than ½ inch cubes. Common foods that need to be cut into quarters (cubes) are: hot dogs, cooked carrots, grapes, small tomatoes and cucumbers. Apples need to be peeled and cut into bite size pieces.

The center provides healthy, age appropriate hot lunches for a nominal charge. Please consider this as a convenient time saving option.

#### **Food Service for Infants**

When your infant transitions from baby food to solid food items the following applies, infant foods will need to be provided from home and pre-cut into pieces no larger than ¼ inch cubes or food items may be cut into thin slices. Please experiment with new foods at home first. This will give you the opportunity to see how well each new food item is tolerated by your child.

## **TOYS FROM HOME**

Except for toys that may be needed to ease your child's initial transition from home to school, we ask that you leave your child's toys at home or in your car. If an item is brought to school we cannot be responsible if it is lost or broken. Coins or toys with small pieces can be choking hazards for children, please do not allow your child to have these items in his/her pockets or cubbies at school. Lip moisturizers can also pose a health issue for children; they may want to share their "lip sticks" with other friends. Please notify a teacher or staff member if your child needs a moisturizer applied. If your child has a book or tape that may be of interest to all the children in the group, we will appreciate this being shared with the class; please notify your Director for approval.

## **DISCONTINUANCE**

Teddy Bear's Playhouse, or the parent, reserves the right to terminate the child care contract with a two week's written notice. In the event that the parent does not provide this notice of withdrawal, the parent agrees to pay Teddy Bear's Playhouse an amount equal to two weeks of child care fees.

Teddy Bear's Playhouse also reserves the right to terminate this contract immediately without notice if:

1. Child care fees and/or other fees are not paid when due
2. The child's continued participation in the program creates a direct threat of harm to the child, other children or Teddy Bear's Playhouse staff; this includes unsolvable adjustment problems or disruptive behavior that has a negative impact on him/herself or others
3. The parent engages in inappropriate parent conduct

## **IN HOUSE FIELD TRIPS**

We do not take the children off the premises, but we do bring the trip to the center. Throughout the year we may have visitors come to our school and share exciting activities, puppetry, art and things of this nature. These activities typically have additional fees associated with them; please see our monthly calendar that is provided at the center or on our website. (TBPlayhouse.com) Activity fees are billed monthly in advance.

## **ADMISSION REQUIREMENTS**

The following are required for admission to Teddy Bear's Playhouse:

1. Completed enrollment form
2. Health appraisal signed by a physician with any restrictions noted.
3. Child Information Card completed (updated annually in January)

4. Signed parent handbook
5. First weeks tuition in advance (non-refundable)
6. Record of immunizations on or before the first day of attendance showing a minimum of 1 dose of each immunizing agent specified by the department of community health.
7. The original certified waiver from your local department of community health. (Required only if #6 above is not provided)
8. Pesticide application information form (update annually)
9. Sunscreen permission form (updated annually)
10. Signed Fee Schedule
11. Registration Fee: \$85.00 for first child and \$50.00 per each additional child enrolled. (Non - Refundable).

### **LICENSING NOTEBOOK**

Our licensing notebook is available to parents during normal business hours. The licensing notebook contains all of the licensing inspections and any special investigative reports and related corrective action plans since May 28<sup>th</sup>, 2010.

Licensing inspections and any special investigative reports from at least the past 2 years are available on the child care licensing website at [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare).

A document signed by the parent will be kept on file at the center indicating you have received the above information.

### **WITHDRAWAL**

When a notice of intent to terminate enrollment occurs, the following applies:

1. A review of your account by management will be done to determine that child care tuition is paid in full, paid to date, and that no arrearage, late payment fees or special event fees are outstanding.
2. Payment for the last week of tuition and any past due amounts must be paid by the Friday before the last week of enrollment (**The 5 day grace period does not apply for the last week of enrollment**).
3. If there has been a history of NSF checks (non-sufficient funds) of one or more, management reserves the right to require that final payment be made by cash or money order.

## **HOLIDAYS**

Teddy Bear's Playhouse will be **closed** on the following holidays:

1. Labor Day
2. 4<sup>th</sup> of July or the center's recognized day of celebration
3. Thanksgiving Day
4. Christmas Eve
5. Christmas Day
6. New Year's Day
7. Memorial Day

The cost of tuition will remain the same for the weeks that include holidays.

## **ARRIVAL**

Children are to be **brought into the center and signed in by a parent each day**. Please be sure your child is in adult care before you leave. It is suggested that you bring your child in no later than 9:00am, as your child may feel uncomfortable about arriving after everyone else has become involved in the day's activities.

## **DISMISSAL**

Dismissal time is a very busy time, please do not use this time for lengthy conferences with teachers or caregivers. If a conference is needed we encourage parents to request an appointment with the Director and/or the teacher. Parents are required to come into the center and sign their child/ren out for the day.

## **HEALTH- Child/Volunteer/Employee**

When are you too sick or contagious to come into the center? This is a question which will present itself during your enrollment at the center; for this reason we have set up guidelines on illnesses.

Stay home if you have:

A fever of 101 degrees or above, or have had one during the previous 24 hour period. Your child must be fever free (98.6 degrees) and Tylenol/Motrin free for **no less than** 24 hours before returning to the center.

1. Conjunctivitis, which is an eye infection commonly referred to as "Pink Eye". The eye is generally red with some burning or itching sensations and there is a thick yellow or green drainage being secreted through the tear duct. You must be on antibiotics for **no less than** 24 hours and no drainage present before returning to the center. If an antibiotic is not

prescribed, you may not return to the center until all drainage is gone. Adults may return after first dose of antibiotic and no drainage.

2. Bronchitis, this can begin with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful but it gradually becomes productive. You must be fever and Tylenol/Motrin free and on antibiotics for **no less than** 24 hours before returning to the center.
3. Rashes that cannot be identified, or that have been diagnosed by a physician as being contagious. You may return after the rash has disappeared or has been diagnosed by a physician as being non contagious. A physician's note will be required to return.
4. Impetigo, it shows up as red pimples which eventually become small vesicles surrounded by a reddened area. When the blisters break the surface it becomes raw and weeping and will eventually scab. The child may not return to the center until the infected area is completely dry and scabbed over with no weeping at all, as well as being on medication for **no less than** 24 hours. Adults may return after diagnoses and the ability to keep area completely covered and no drainage.
5. Diarrhea, a watery or greenish foul smelling bowel movement of 2 or more in a row. The child may not return to the center until the diarrhea has subsided and has been observed at home **for no less than 24 hours**. If after returning, your child has one diarrhea you will be asked to pick them up. Adults may return if symptoms do not hinder the ability to perform job duties and are fever free.
6. Vomiting, more than the usual spit up. Since it is impossible to diagnose all the reason why you may vomit, **it will be assumed** you have a gastric virus and may not return to the center for **no less than** 24 hours from the last period of stomach upset (vomiting). Adults may return if symptoms do not hinder the ability to perform job duties, are fever free and no longer experiencing nausea or vomiting.
7. Thrush, characterized with a white coating on the inside of a child's mouth. Children will not be allowed to return to the center for **no less than** 24 hours while on a medication.
8. Ear Infections are common in young children. While the ear infection itself is not contagious, the symptoms preceding the infection typically are. Children diagnosed with an ear infection must be on an antibiotic for **no less than 24 hours** before returning to the center. Adults may return if fever free.
9. **Children** with severe colds accompanied by excessive drainage, coughing, slight fever and/or excessive sneezing, will be asked to stay at home until further assessment by a physician or improvement of the child's condition. If you feel your child is too ill to go outdoors with his/her group, than s/he is assumed too sick to come to school. Please keep your child home until s/he is ready to participate in all of the activities at Teddy Bear's Playhouse. Children who look or act differently that have unusual paleness, irritability, unusual tiredness and/or general lack of interest may be sent home for observation.

At any time a child or adult illness requires medical treatment or examination, Teddy Bear's Playhouse may require a physician's note stating the diagnoses and when you are able (non-contagious) to return to school. If at any time you are sent home from the center for a suspected illness, a physician's note will be required for return, unless prior approval from your Director is given.

Please note that some illnesses/communicable diseases require a longer than 24 hour stay at home. Please consult with your Director in this event; we will follow all Health Department guidelines in regards to exclusions due to illness.

By helping us observe and participate in good health standards, you will be protecting your child, as well as other children, during their time at school.

### **CHILD ILLNESS**

Teddy Bear's Playhouse will report to the parent any suspected illnesses, or other changes observed in the health of your child. Teddy Bear's Playhouse will also notify the parent if your child is exposed to any communicable disease while in our care so that you can monitor your child for symptoms. Information regarding the communicable disease will be posted center wide, so all parents are made of aware of the illness.

If a child becomes ill while at the center, Teddy Bear's Playhouse will contact the parent by phone, or call an alternate pick up person listed on the Child Information Card, who will then be required to pick up the child within **one hour** of notification.

The following are indicators of a child's change in health and will require a phone call from the center to a parent.

1. Fever- 100 degrees (F) or above
2. Diarrhea- 2 loose or watery stools, even if there are no other signs of illness
3. Vomiting- Any vomiting. Exception: Some babies may burp up following a feeding- this is not vomiting.
4. Rash- If the child develops any rash. Exception: Mild diaper rash, already known to the parents.
5. Crying or complaining for a long time- If your child is not him/ herself and is complaining about discomfort or is just cranky and crying more than usual.

### **ACCIDENT-INJURY-INCIDENT-ILLNESS notification**

At least 1 parent or guardian will be notified of any accident, injury or incident that occurs while at Teddy Bear's Playhouse. Notification will be done by phone if the situation is of a more urgent nature and all other reporting will be done at pick up time. Your child's care provider or management will inform you of the situation. Teddy Bear's Playhouse keeps

written reports of any injury, accident or incident that causes any marks or break in the skin. These reports stay in your child's file. You may request a copy of the written report during normal business hours. You will not be allowed access to names of other children that may have been involved in the situation, such as a biting incident. Parents may request alternate methods of notification if desired. Please speak with your Director for more details.

### **MEDICATIONS AT SCHOOL**

We will administer medication, both over the counter and prescription, under the following circumstances:

1. A completed medication form (available at the center) will need to be filled out and signed by the parent prior to administration of medication by a staff member.
2. Prescription medications will need the pharmacy label indicating the physician's name, child's name, instructions, name and strength of medication and will be given in accordance with those instructions. Further, the medication must be stored in the original container, stored according to the instructions, and clearly labeled for the specific child. Any deviation from the original directions will require a physician's note.
3. Over the counter medications will also require a completed medication form signed by the parent; depending upon the child's age and weight, a physician's note may also be required. Check with your Director to be sure. Over the counter medication must be in its original container and clearly labeled for the child who is receiving it.
4. A care provider shall not add medication to a child's bottle, beverage, or food unless indicated on the prescription label.
5. The medication permission must indicate a beginning date and an end date. Ongoing or as needed medications such as inhalers or breathing treatments will need an updated physicians note provided by the parent as requested by the center Director.

### **ANTIBIOTICS**

If a child has been prescribed an antibiotic for any reason, s/he must be on the medication for **no less than** 24 hours before returning to the center.

### **TYLENOL OR OTHER FEVER REDUCING MEDICATIONS**

These types of medications (those that contain a fever reducing drug) will not be administered at the center. Fever reducing medications are just that, they only treat the fever-not the illness. Therefore, your child is still contagious until a 24 hour fever free time period has been established, **without** the aid of fever reducing medications. Acetaminophen, given for pain, may be acceptable under strict conditions; please consult with your Director for authorization of use while at the center.

## **EMERGENCY MEDICAL CARE**

The Director or manager, will take whatever steps are necessary to obtain emergency medical care for your child. The steps may include, but not limited to, the following:

1. Call 911
2. Contact at least 1 parent
3. Contact the child's physician
4. Contact parent(s) through any of the persons listed on the Child Information Card

If we cannot contact a parent or physician of the child, we will do any or all of the following:

1. Call 911
2. Have your child transported to a hospital in the company of a staff member.  
Please note: The child's family will be responsible for any costs incurred from the above.

## **TOILETING**

One of the hardest transitions for toddlers is moving from diapers to using the toilet. In order for toilet learning to be successful, the child must have the bladder and bowel control to physically be able to use the toilet. The child needs to recognize the feeling of pressure just before urinating or moving the bowels and associate that pressure with the physical action. The child also has to be able to respond to the feeling by stopping his/her activity, walking to the bathroom, pulling down his/her pants, and sitting on the toilet.

### **Signs that your child is ready to use the toilet**

- ✓ Staying dry for two hours at a time
- ✓ Recognizing when he/she is urinating or having a bowel movement
- ✓ Being able to pull pants up and down
- ✓ Being able to follow simple directions
- ✓ Wanting to wear underpants and use the toilet
- ✓ Being able to communicate either with words or gestures
- ✓ Pulling his/her diaper off
- ✓ Telling an adult when wet or soiled

If your child exhibits these signs, then it is time for us to discuss starting toilet learning. Please remember- Toilet learning is very individualized.

### **How to approach Toilet Learning**

It is important to approach toilet learning "matter of factly" and without a lot of emotion. It is another developmental skill your child is learning. Showing extreme excitement with successes or anger with accidents lets your child know that this is something "you" want

badly. Your child soon realizes that he/she has control over something you want and refusing to use the toilet is a way for your child to show you that they have control in this situation.

### **Toilet Trained Defined**

Successfully using the toilet for BOTH bowel and urination.

### **Our process and what to expect when toilet learning begins at the Center**

Parents must first consult with the center Director **prior to** bringing your child into the center with underpants on. The Director needs time to communicate with all staff that we will be assisting with your child's toilet learning. The Director will also need time to answer your questions about what you can expect from the staff throughout the toilet learning process. Once toilet learning begins, we will need you to provide a complete change of clothing (shirt, pants, socks and sometimes shoes) just in case of an accident. You will need to keep a supply of diapers or pull ups (Velcro sides only) throughout the toilet learning process.

### **What you can expect from your child's care providers**

We will take your child to the toilet every 2 hours. If, at any time, your child shows signs of needing to go or your child asks to go prior to 2 hours- we will take your child to the toilet. If your child cannot hold his/her urine for at least 2 hours, he/she might not be ready for toilet learning. If 1 potty accident occurs while at the center your child will be returned to a diaper/pull up for the remainder of the day. We will try again on your child's next attendance day. It is essential not to jeopardize sanitary conditions at the center. As a licensed child care facility, we are not allowed to rinse underwear if they become soiled. Soiled items will be placed in a sealed plastic bag (as is) and be available for you to take home at pick up. Due to odors, it may be necessary to place soiled items outdoors until pick up time.

If after the 2<sup>nd</sup> consecutive day your child has a potty accident, a conference (by phone or in person) with the Director will be arranged. Typically, we will require 5 days accident free before we can resume toilet learning. It is our goal to assist you and your child with the toilet learning process, but we cannot force or prod a child to use the toilet. Using the toilet should not be an unpleasant experience. It should be an exciting milestone in development for your child.

### **INFANT ROOM**

A daily record is kept while your infant is with us; we record feeding schedules which will include, time, amount and of what they ate. Whether your infant is on formula or breast milk, we keep track of how many ounces they consume. Bowel/bladder habits are also recorded

with the time of diaper change and specification of BM or urination. Along with feeding and diaper information, our daily records will also include what time(s) your baby falls asleep and wakes up. Infants and young toddlers will eat and sleep on demand. We will document any developmental milestones and happily share this information with you at pick up time.

We ask the parent who brings in the baby to fill out a form available at the center with comparable information; this will aid us in understanding your infant's specific needs and will better equip our staff in giving your infant the best care possible. The center will provide a non- alcohol based brand of diaper wipes and parents need to provide diapers. We recommend that you bring in a full bag to last the week, especially if your child attends full time. A change of clothes is also suggested as some infants may drool or be prone to spit ups; if your child is prone to these, several changes may be necessary.

Your child has an assigned primary caregiver, but our infant room staff works closely together to make sure your infant's needs are consistently met. Bottles need to be brought in from home, already prepared in individual servings, we suggest at least one extra bottle be brought in case of an unexpected late pick up. Baby food also needs to be supplied by parent(s). You will advise us on the amount of baby food and bottles you want your infant to have while in our care. It is recommended that you provide the center with 1 more bottle than you think will be needed for the day, just in case you are delayed in your arrival time.

Each infant will have their own crib which is sanitized on a weekly basis, or as needed. The center provides the crib sheets but you are welcome to bring in your own, if you choose. Your baby will be placed on his/her back for sleeping times; children are not allowed to sleep in our swings, if this happens we will simply transfer them from the swing to their crib for the duration of their nap. Excluding nap times, children are kept out of cribs and have activity time in the play area of the infant room; we also will go outside for daily stroller walks.

All unused bottles/food must be taken home at the end of the day, each day. We also require that all bottles and pacifiers be clearly labeled with your child's first and last name; bottles must further include the date and contents. These are requirements of our licensing agency. Parents are welcome to call the center or stop by at any time to obtain information about their baby. Please allow time at pick up for discussion with our infant room staff; they will need time to share details of your child's day, five or ten minutes should be more than sufficient.

### **CLOTHING**

Consider your child's comfort and provide simple clothing, free of complicated fastenings. Also keep in mind some activities or art materials could be messy and provide clothing that is washable. Think of our playground and supply durable, sturdy clothing. As always, consider seasons and unpredictable weather conditions and provide sweaters/jackets for Fall/Spring; it is always easier to remove unneeded items than to put on something we don't have available.

## **TRANSPORTING CHILDREN**

Employees are not allowed to transport your children to or from the center in their private vehicles.

## **NO PRIVATE DUTY BY EMPLOYEES**

Employees of Teddy Bear's Playhouse are prohibited from accepting offers for private duty for any of the children enrolled at our center. Examples of "private duty" include, babysitting or serving as a nanny. All employees sign a non-compete clause when hired and any employee who violates this policy will be subject to legal action and/or termination.

## **GENERAL CHILD RELEASE PROCEDURE**

Please take a moment to review our child release policy. If you have questions regarding our policy, which has been implemented for the protection of your child/ren, please inquire with management.

It is mandatory that we have on file the first day of attendance, a child release card for each child; this card identifies all persons who are authorized to pick up. In addition, parents are required to acknowledge, by signature, that you have reviewed our child release policy and procedures.

Children will not be released to any individual who is not listed on the card. No exceptions will be honored without a signed, dated, written permission slip that is given (personally) to a staff member by an authorized parent or guardian. This permission slip must identify the individual(s) permitted to pick up the child and the exact date(s) of exceptions; if the exception request is to cover a lengthy period of time (more than 2 weeks), parents will be obligated to complete a new child release card.

It is further noted that the individual who appears to pick up the child will be asked for positive identification. If positive identification is not provided, the child will not be released. Positive identification is a valid picture driver's license or state picture ID. No other forms of identification such as, personal signature, social security card or credit card, will be considered valid. **Children will not be released to any Teddy Bear's Playhouse employee at any time.**

Teddy Bear's Playhouse assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card or for those who are identified in the written exception request process. Teddy Bear's Playhouse and our staff are not properly trained to make assessments relating to intoxication or impairment and therefore assumes no responsibility to assess the competency or condition of any individual appearing to pick up the child.

## **HOURS OF OPERATION**

Teddy Bear's Playhouse is open from 6:30am-6:00pm. Only our Brighton location is open at 6:00am-6:00pm. All locations are open Monday through Friday. No children are to be on the grounds, unsupervised, beyond these hours. In the event of a late pick up (after 6:00pm), a late fee will be charged.

If an emergency situation occurs and you cannot arrive on time to pick up your child, we will expect a phone call to let us know when you will arrive. If we do not receive a call by 6:05pm, we will begin to call emergency pick up persons, listed on the Child Information Card. If we are unable to contact an emergency pick up person, and you have not called the center by 6:30pm, we will contact the Police Department for further instructions.

## **LATE PICK UP FEE**

The late fee charges are \$5.00 for every 5 minute time period, or a portion there of. For example: if you were six minutes late, the charge would be \$10.00. For families with more than one child enrolled that are in separate areas of the center (example: infant and pre-school), there will be a separate charge for both children. Late pick up fees will be billed to your account.

Please keep in mind that when you are late picking up, our employees are also late for any plans they may have made for their evening. Please be courteous and notify the center of your intended late pick up or make arrangements for an alternate person to pick up your child/ren on time. Our employees may need to call and reschedule appointments, or notify people that they will be late as well. Excessive late pick-ups may result in termination of the child care contract.

## **FINANCIAL POLICIES**

In order to maintain a high quality of education for your child/ren, it is necessary that we collect the tuition for the days in which your child/ren are enrolled. Our teachers and staff are hired/scheduled on the assumption that your child/ren will be in attendance. In order to protect our financial system the following policies have been implemented:

1. **Sickness:** If a child is absent due to illness payment is not excused.
2. **Child care payments:** All tuition must be paid in full on the Friday prior to the school week in which the tuition is to cover. Full tuition is due regardless of the child's actual attendance.
3. **Holidays:** Tuition remains the same regardless if a school holiday (a day which the center is closed) falls on your child's day of attendance.
4. **Late payment fee:** A \$30.00 fee will be charged for payment received after Wednesday of the week that tuition is to cover.

5. Child tuition fee changes: Our fees are subject to increase. In this event parents will be notified 30 days in advance.
6. Parents and/or persons who are responsible for payment on a child/ren's account must keep payments on the account up to date. Unpaid balances may be subject to the cost of collections, including attorney fees.
7. The center does not allow for "switching of days". You may request for an additional day of attendance and if available, you may add this day to your normal schedule. You will be charged for this additional day. If you need to permanently change your schedule, please consult with your Director for availability.
8. If a \$5.00 or less credit balance remains on your account after withdrawal, this amount will not be refunded by check and will be forfeited, unless you request this refund prior to withdrawal.

Teddy Bear's Playhouse reserves the right to terminate the child care contract without notice if child care fees, or other fees, are not paid when due.

### **CHILD CUSTODY CONFLICTS**

Until custody has been established by a court action, one parent may not limit the other from picking the child/ren up from the center. It is not within our legal right to withhold a child from their parent; unless there has been court action which limits one parent's right to the child/ren. In this event, we will request a true copy of a court order signed by a judge that establishes custody.

In regards to "**Never Married**" parents of a minor child: After a mother and father sign an acknowledgment of parentage, the mother has initial custody of the minor child, without prejudice to the determination of either parent's custodial rights, until otherwise determined by the court or otherwise agreed upon by the parties in writing and acknowledged by the court. This grant of initial custody to the mother shall not, by itself, affect the rights of either parent in a proceeding to seek a court order for custody or parenting time.

We will not answer any questions regarding child custody issues over the phone. No matter how the caller identifies him/herself, they will need to make an appointment with management and come in with sufficient identification; sending questions in writing on official stationary is also acceptable. If we are approached by the Friend of the Court to fill out a form to be used in an investigation, we will only fill out what we are comfortable with. It is within our right to say, "I have no opinion on this issue", or, "I choose not to answer this question".

If either parent wishes to discuss his/her position on the custody issue when picking up or dropping off the child/ren, **we will only do so when the child is not present.** The custodial parent or guardian will not be given the authority to change a court ordered custody agreement with the center without a Judge's court order to verify the change. We will always maintain our

role as the child's advocate. \*We recommend that an alternate child care program be sought if any of our child release, or custody conflict policies and protocols are unacceptable to you.\*

### **MONTHLY ACTIVITY CHARGES**

Special events and visitors are scheduled on a regular basis. There are fees associated with these special events, most of which the center pays for out of weekly tuition charges. However, some of these programs require an additional charge and the center requires these fees to be paid for monthly in advance. You will only be charged for the special events that fall on your child/ren's scheduled days; a bill will be issued approximately 1 week prior to being due. Our Monthly Calendars contain all the information necessary to make arrangements for the payment of these special events.

### **ANNUAL REGISTRATION FEE**

A \$50.00 (for your first child and) \$25.00 (for each additional child) annual registration fee will be billed in September to all families enrolled prior to January 1<sup>st</sup> of the current year. The annual registration fee is used to assist with the costs of updating, replacing and/or purchasing new equipment and educational materials.

### **KEY FOB**

There is a \$15.00 charge per key FOB. Each primary drop off/pick up person must have a key FOB.

### **END NOTES**

Teddy Bear's Playhouse will not be responsible for anything that may occur as a result of false information given at the time of enrollment. Children must be brought into the center by an adult and signed in/out each day. Teddy Bear's Playhouse will not assume responsibility for a child who has not been signed in and placed with an adult caregiver when s/he arrives for the day.

ENROLLMENT AGREEMENT

We agree to enroll our child in Teddy Bear’s Playhouse child care program, licensed by the Department of Human Services Bureau of Children and Adult Licensing in the name of Teddy Bear’s Playhouse. We agree that our registration fee and first weeks tuition is non-refundable.

We have received and read the attached program policies developed by Teddy Bear’s Playhouse and agree to comply with all rules, policies, and responsibilities stated therein. Teddy Bear’s Playhouse has reserved the right to modify the rules and policies at its sole discretion.

Child care services will normally begin at \_\_\_\_\_am and end at \_\_\_\_\_pm on the following days of the week: M T W Th F (circle all that apply).

We agree to pay Teddy Bear’s Playhouse the rates established on the enclosed fee schedule. We understand this fee does not include lunch. We agree to pay the full fixed rate regardless of absences. We also understand that Teddy Bear’s Playhouse reserves the right to adjust fixed child care fees with a 30 days written notice.

We further agree that child care fees are to be paid in full by Friday prior to the week in which the services are rendered and agree to pay any applicable late payment penalties, late pick up fees and monthly activity fees established in the Parent Handbook.

We acknowledge that Teddy Bear’s Playhouse will release our child/ren to only those persons authorized on the “Child Information Card”. We further acknowledge agreement with Teddy Bear’s Playhouse standard procedures used for the release of children in special circumstances.

Finally, we agree that either party may terminate this agreement with a two (2) week’s written notice. In the event we do not provide two week’s written notice of withdrawal, we agree to pay Teddy Bear’s Playhouse an amount equal to two weeks of child care fees. We also acknowledge that Teddy Bear’s Playhouse may terminate this agreement without notice if our child’s/ren continued participation in the program creates a threat to the safety of our child/ren, other children or our staff/management, when child care fees and/or other fees are not paid when due, or in the event the parent(s) engages in inappropriate conduct.

This contract constitutes the entire agreement among parties to it and supercedes any prior understandings or agreement. Each party acknowledges and states that no representation, inducement, or conditions not set forth in this contract has been made or relied upon by either party. This contract shall be governed by the laws of the State of Michigan.

\_\_\_\_\_  
Signature of Parent - Date

\_\_\_\_\_  
Signature of Provider - Date

NOTES: