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Parent Handbook

Policies and Procedures

WELCOME

Welcome to Tiny Hands Big Hearts In-Home Childcare. To facilitate greater understanding between us, we have created this handbook. It covers my childcare philosophies, business policies, and expectations. To make our relationship as enjoyable as possible, the following pages contain mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party. Please read this handbook carefully, and feel free to discuss with me any questions that you may have.

MISSION STATEMENT

To promote and encourage learning through play in an environment with structure and guidance when needed. We understand that children are designed to be curious, ask questions, move around, and explore, as such we build on that.

INCLUSION STATEMENT

In compliance with state and federal regulations, applicants are considered without regard to race, color, national origin, creed, religion, gender, disability, or handicap. Tiny Hands Big Hearts In-Home Childcare will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of childcare services provided in a manner that does not discriminate against any child, parent, or family- without regard to age, race, religion, national origin, color, creed, marital status, sex, sexual orientation, gender identity, or disability, or any other consideration made unlawful by federal, state, or local laws. We will always strive to maintain a barrier-free physical environment to enhance the educational experience of all children in our program. We will make every reasonable accommodation to encourage full and active involvement of all children in our program. If we cannot do so, parents will be notified, and a conference will be scheduled to discuss options and other alternatives.

COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

Tiny Hands Big Hearts In-Home Childcare does not discriminate against persons with disabilities based on disability including employment, transportation, public accommodations, communications, and access to state and local government programs and services. We agree not to discriminate against children based on disability and agree to provide all children with disabilities reasonable accommodations and an equal opportunity to participate unless their

presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program.

CONFIDENTIALITY

Tiny Hands Big Hearts In-Home Childcare maintains all personal information in strict confidence. We understand that while caring for your child, you may share confidential and private information with us. We respect the privacy of all the children and families we serve. We take this responsibility seriously. The use or disclosure of all information pertaining to families shall be restricted to authorized personnel strictly on a need-to-know basis.

Curriculum:

Our weekly activities are posted on the parent board. The activities are well balanced for group and free-play and consist of learning activities that will help your child develop his/her emotional, physical, intellectual, and social skills. Georgia Early Learning and Development Standards (GELDS) are used when creating our lesson plans.

Toddler

Teachers choose activities based on the age and developmental level of each child. Activities are found online or from different ECE resources. The teachers use the GELDS and align the curriculum directly with all five learning domains (physical development and motor skills, social and emotional development, approaches to play and learning, communication, language and literacy, and cognitive development and general knowledge). This is to ensure the activities are appropriate for the children in the group. Adaptations are identified for individual children, and the curriculum is culturally, developmentally, and linguistically appropriate. Free play occurs for much of the day and is child-directed. A variety of toys are provided to enhance the different learning domains. The curriculum is sure to benefit all children.

Preschool

Teachers choose activities based on the age and developmental level of each child. Activities are found online or from different ECE resources. The teachers use the GELDS and align the curriculum directly with all five learning domains (physical development and motor skills, social and emotional development, approaches to play and learning, communication, language and literacy and cognitive development and general knowledge). This is to ensure the activities are appropriate for the children in the group. Adaptations are identified for individual children and, the curriculum is culturally, developmentally, and linguistically appropriate. Free play occurs for much of the day and is child-directed. A variety of toys are provided to enhance the different learning domains. The curriculum is sure to benefit all children.

ACTIVITIES

Tiny Hands Big Hearts In-Home Childcare provides developmentally appropriate learning opportunities that are appropriate to the child's ages, interests, and abilities. The activities, games, and experiences are all formulated to engage a child's natural curiosity and provide a foundation for lifelong success.

Transitions:

The transition for a child into and out of childcare should be a warm and exciting time. We will make every effort to ensure your child feels comfortable and is integrated into the daily routine by asking that you would allow your child to bring a familiar item from home when they first get enrolled. They are permitted to keep this item with them until they no longer need it. We will introduce them to the group and make them comfortable with their unfamiliar environment.

Vision and Hearing: THBH In-Home Childcare will try to provide screening for each child through an approved partner.

Assessments: Tiny Hands Big Hearts In-Home Childcare will perform two assessments a year using Milestone Moments for reference. One copy will be kept in the child's folder, and another will be handed to the parent.

90-DAY SCREENING REQUIREMENT (CHILDREN 4 YEARS OF AGE)

Anecdotal observation is completed weekly as on-going assessment of each child's progress enrolled in our center in order to inform weekly planning and instruction. This assessment process helps teachers plan developmentally appropriate activities based on the individual needs and interests of your child. Our assessment is aligned with our curriculum and the Georgia Early Learning Development Standards (GELDS) to help ensure children continue to learn and grow when participating in our early learning program. Social-emotional development, Physical Development and Motor Skills, Communication, Language and Literacy, Cognitive Development and Approaches to Play and Learning will be included in observation. To ensure that the needs of each child can be met, developmental screening for each Child, four years of age, will need to be completed within 90 days of enrollment and/ or 90 days of reaching their fourth birthday.

Health Screening Policy

All parents of enrolled children 4 years and older are encouraged to provide Form 3300 completed by a physician within 90-days of the fourth birthday or upon enrollment

CDC DEVELOPMENTAL MILESTONES

The Developmental Milestone Checklist is used annually to provide early detection of health-related issue and developmental delays to support early intervention. We have the checklist available in English and Spanish and encourage you to take a copy and complete the checklist at home as well. Results will be discussed during family conferences and referrals will be provided as needed. The Developmental Milestone Checklist will only be completed with parent permission. To learn more about developmental milestones and the importance of monitoring tools please visit www.cdc.gov/actearly You can also download the Free Milestone Tracker App by visiting www.cdc.gov/milestonetracker.

INFORMATION FOR PARENTS

Should we have any information for you, it will be posted on the parent board, sent on the parent app, or given at the point of pickup for the child either verbally or in written form.

COMMUNICATION

Communication is very important to us. **The preferred method of contact is through the parent app.** When we accept a new family into Tiny Hands Big Hearts In-Home Childcare, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us. Parent communication is important for the development of your child. Please keep us informed of any problems you may be having at home that could affect how your child acts or behaves. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child (ren). **The Director can be reached via call or text at 912-677-3185 Monday – Friday 7am – 5:30pm. Messages and call after business hours will be returned the next business day.**

DIVORCE RECORDS/ CUSTODY AGREEMENTS

Divorced parents are required to provide a copy of custody papers to be kept in the child's file. Without custody papers, we have no legal way of preventing the child's non-custodial parent from removing them from the childcare home. If we do have copies of the papers, we can call the police if the non-custodial parent shows up and tries to take the child.

LIABILITY

The parent agrees to be responsible for any damages to Tiny Hands Big Hearts In-Home Childcare real/personal property or to the property of another child at the childcare caused by his/her child. The parent agrees to repair or replace said property promptly. Real property is a property that is immovable such as land or items that are permanently placed on the land such as a fence, a light post, etc. Personal property would be considered property that is movable such as furniture. **It is very important for parents to prepare us ahead of time about any behaviors that your child may exhibit.**

VISITATION POLICY

Tiny Hands Big Hearts In-Home Childcare has an open-door policy while your child is here. Parents, please understand your presence can disrupt the other children and your child(ren) might think it is time to go and get upset when you leave. We want to make sure to prepare them the best we can, so we are asking that you schedule ahead of time. You are asked to avoid visiting during rest time as much as possible. If you must pick up at naptime, please send a text message so that we can prepare your child to leave. During pandemics or any type of emergency declaration, Tiny Hands Big Hearts In-Home Childcare will limit visitations to ensure the health and safety of ourselves as well as the children in our care, in this case, drop off and picks up will be at the door.

CLEANLINESS & HYGIENE

Tiny Hands Big Hearts In-Home Childcare does their best to maintain strict cleanliness and hygiene standards. We believe that children should be dressed accordingly to the weather. Children should arrive at childcare dressed, clean, and in a clean dry pull up if potty training and ready for the day, including wearing shoes. **Open-toed shoes are prohibited.**

ENROLLMENT INFORMATION

Upon written request of the child's records, Tiny Hands Big Hearts In-Home Childcare will transfer all documents to another provider, or the caretaker will receive their child's records within 14 days when a child leaves Tiny Hands Big Hearts In-Home Childcare.

Completion of an enrollment packet is required for each child. There are several forms that we must have completed and, in our possession, before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible from Tiny Hands Big Hearts In-Home Childcare. **All forms must be returned by the date given to you by the Director or your child will not be able to attend care.**

The Forms are as follows:

- Permission to Photograph
- Food Program Form
- Current shot record
- Medical Emergency
- Sunscreen/Diaper Cream Permission Form
- Enrollment application

Other requirements:

- **There is a \$75 activity fee due the first Monday in January.**
- **There is a \$150 Registration Fee charged upon enrollment. This fee is non-refundable and does not apply to care. This fee is reoccurring each year on the first Monday in June.**
- All required supplies must be brought on the first day the child attends childcare.

You are required to keep me informed of any change in address, telephone numbers, and other pertinent information listed on any/all the above forms.

IMMUNIZATIONS

All children who undergo immunizations must have their immunizations completely up to date or provide an exemption form before entering childcare. Parents are responsible for always keeping these immunizations current.

Parent Involvement:

Parents may access any part of the building that the children use. For quality improvement, I welcome parent involvement this includes suggestions for crafts, snacks, reading, or any activity that may benefit the child's development. To inform parents about what is happening at Tiny Hands Big Hearts In-Home Childcare, a weekly menu, a monthly newsletter, and all information is posted on the parent board located on the front door. We have an open-door policy; please feel free to join us for lunch, field trips, etc. We encourage, promote, plan, and initiate activities that include every holiday, religion, and culture. Please let us know if there are any holidays that you do not celebrate, and we will find alternate activities for your child.

Family Gatherings

Tiny Hands Big Hearts families have a chance to meet with other families and the teachers several times a year. These gatherings are meant to provide a sense of community and to celebrate the families here at Tiny Hands. Dates and times will be posted. Family members are invited to Grandparent's Day, Mother's Day, and Father's Day celebrations. Parents/ Guardians may access any parts of the center at any time during the day when their child is present.

HOURS OF OPERATION

Hours of operation are 7:00 am – 5:30 pm Monday through Thursday and Friday's 7:00 – 3:30. **Cut-off time is 9:00 am without a doctor's excuse and 10:30 am with a doctor's excuse. You are still responsible for paying all fees for your childcare each week regardless of attendance. Your fee is based on the spot that your child occupies not if/ when they attend care.**

- Ages 24 months – school age
- Months open January – December
- Monday – Friday
- Saturday care must sign up w/ three-day prior notice

TRIAL PERIOD

The first two weeks of your child's enrollment is on a trial basis. During those first two weeks, either parent or provider may terminate this agreement at a moment's notice. You will be advised daily on how your child is doing and adjusting to being in our care. If at any time during this period you or Tiny Hands Big Hearts In-Home Childcare cannot adjust, the daycare reserves the RIGHT TO VOID this contract agreement without any notice. There will be no refunds for tuition fees. After the initial two weeks, a two-week written notice by you the parent must be provided to terminate this agreement unless there is a violation of this Parent Handbook or other required forms, in which case Tiny Hands Big Hearts In-Home Childcare has the right to terminate care immediately. After providing your two-week notice, you the parents are still responsible for tuition even if your child does not attend care for those two weeks.

CHILDCARE RATES

Your weekly childcare rates are outlined in your service agreement. Notice of any change in rates or other terms will be provided in writing in advance. **You are still responsible for paying all fees for your childcare each week regardless of attendance. Your fee is based on the spot that your child occupies not if/ when they attend care.**

RATES/ RATE INCREASE

The provider retains the right to increase rates and parents will be notified no less than 30 days in advance for which the new rate will become effective.

Two-year-old in pull-ups.....	\$215
Full Time.....	\$200
Drop-in (when available).....	\$45
Before/ After School.....	\$45/ \$45
School-age full-time.....	\$145
Before/ After for Pre-K.....	\$45/ \$45

C.A.P.S

Parents must pay regular tuition prices until I receive a valid certificate from DECAL/ Maximus. Expired certificates will not be accepted. Parents are responsible for any payments and/ or weeks that CAPS will not cover.

PAYMENT PROCEDURES

Tuition will be outlined in your Service and Contract Fee Agreement. The weekly daycare fee is due every Friday for the upcoming week. Tiny Hands Big Hearts In-Home Childcare will accept payments through the parent app. Failure to make payments and reoccurring late payments are subject to grounds for termination. Return payments are subject to the \$40 returned fee and \$40 late payment fee after the first day.

All tuition fees are due in full regardless of absences, closed holidays, suspensions, or Director vacation. No refunds are given for late arrivals, early departures, and children that go home for any illness. Discounts (if any) are at the discretion of the owner and are not guaranteed or implied.

OVERTIME FEES

Overtime fees are paid anytime you are late picking up your child. You will be charged \$2.00 a minute after the first 5 minutes you are late. An additional \$2.00 charge will be assessed every minute after that per child. Parents must pick up their children on time. We understand job pressures, traffic, and weather conditions **occasionally** affect your ability to arrive on time. If you cannot pick your child up on time, please arrange to have another authorized adult (listed on the emergency card) pick your child(ren) up for you.

After 15 minutes of not hearing from you, we will attempt to reach your emergency contacts on file, and after 1 hour of no contact, we will contact the Chatham County Police Department for a safety check.

PARENTS VACATIONS

Families are given two weeks of vacation to use each year they are enrolled. Vacation time does not roll over, cannot be cashed out and must be used by December 31st. Vacation time resets each year on January 1st. Vacation time must be used together, not one day this week and another the following week. Parents must notify Tiny Hands Big Hearts In-Home Childcare at least 1 (one) week in advance or by Tuesday to use vacation time. Vacation time will not be prorated. **Tuition is still due the remaining fifty weeks of the year.**

TERMINATING SERVICES

You must give 2 weeks' written notice when deciding to terminate care. Tuition is still due during the two weeks, even if your child does not attend care. Tiny Hands Big Hearts In-Home Childcare reserves the right to give written notice of immediate termination where extreme circumstances affect the well-being of the staff or other children in attendance. No refunds for deposits or payments will be given.

NOTE: If you terminate the childcare arrangement WITHOUT giving two weeks' written notice, you will be held liable for the last two weeks' tuition and any costs incurred to collect

the debt. This includes all court costs or collection fees. Please be advised that you will be charged your scheduled weekly rate until you notify us in writing that your child will no longer be attending.

The provider has the right to terminate without notice for the following reasons:

1. Suspension of the child for a day is not practical.
2. Fees were not paid and are overdue.
3. Breach of contract.
4. Parent or child's behavior is aggressive and a risk to the provider or other children in care.
5. Parent arrives at childcare drunk/under the influence of drugs.
6. Provider makes a judgment call and feels immediate termination is needed.
7. Lack of parental cooperation.
8. Repeated failure to pick up your children at the agreed-upon time.
9. False information was given by the parent either verbally or in writing.
10. Continuous biting and hitting
11. We are no longer able to provide care that would benefit your child's development

DAILY SCHEDULE

A schedule helps the day flow smoothly; it allows the children to anticipate coming events and aids in achieving various goals. There will be times when we must adjust the schedule. We will provide your child with tender loving care, understanding, patience, and guidance.

Please refrain from picking up or visiting during nap time. If you MUST come to pick up your child at nap time, please send us a message on the parent app to have them prepared. Pick-up will be at the door.

REST PERIOD/QUIET TIME

All children under the age of 5 are required to have a rest period. No child is forced to sleep; however, they must remain quiet. Older children, and those who wake early, will participate in a quiet activity until rest time is over. All children will sleep on mats.

Our Rest Period is from 12:15 p.m-2:30 p.m.

- No child will be permitted to sleep on the floor without a nap mat or cot.
- Rest or nap areas will have adequate light to allow the provider to supervise the children.
- Any child who does not fall asleep shall have an opportunity to engage in quiet activities.
- Evacuation routes shall not be blocked, and the provider shall have a clear path to each resting child.

Daily Record – The provider will maintain a daily record for each child. This record will be available through the parent app.

ABSENT DAY POLICY

Please send us a message when your child will be absent for the day. **Tuition fees are due in full regardless of absences, closed holidays, or suspensions.** No refunds are given for late arrivals and early departures; this includes children that go home for any illness.

GUIDELINES FOR ARRIVALS

Children of all ages adjust to transition from one activity to another differently. It is usual for your child to cry on arrival, especially for the first few weeks. The crying usually stops within seconds of your departure. Please be in control of your child during drop-off and pick-up times. This is a time of testing when two different authority figures are present, and this situation will be tested at one time or another to see if the rules still apply, if your child misbehaves during transition times, please correct their behavior. We will remind your child if inappropriate behaviors are being displayed. **Any disrespectful treatment will be grounds for immediate termination of care.**

GUIDELINES FOR RELEASING CHILDREN

Tiny Hands Big Hearts In-Home Childcare will release a child only to those that are listed on the child pick-up authorization form:

- (1) Parents with legal and/or physical custody or to child's legal guardian.
- (2) Or welfare workers with proper authorization.

Anyone picking up the child that Tiny Hands Big Hearts In-Home Childcare staff does not recognize will be required to provide their driver's licence/ID and must be on the alternate pick-up list. Telephone permission will not do. We must be notified in advance with written instructions if your child is to be released to someone that is not previously authorized. We assume responsibility for your child only while he/she is on our property. *If the person picking up the child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick up both the child and the adult.

BACK UP CARE

Parents are encouraged to have back up care to cover unexpected closures or illnesses. Tuition will be adjusted at the discretion of the Director and ARE NOT GURANTEED or IMPLIED. Reminder, we are on the same schedule as Chatham County schools for inclement weather closings. In such an event **children must be picked up within 1 hour after being notified** to avoid the per-minute late fee.

SUPPLIES

Parents are required to supply items that are necessary to care for their little ones. Below is the list of supplies that we would need from you. Keep in mind that if you send your child in nice clothes, there is no guarantee they will stay clean.

Label all the below items:

- Sunscreen
- Five complete sets of clothes to keep in the cubby
- Proper outerwear for outdoor play (winter and summer)

OUTSIDE PLAY

As the weather changes with seasons, the children will be outside as much as possible. Please provide warm clothing for outside play during winter months. You will also sign a permission form to apply sunscreen upon enrollment. This form will be kept in your child's file. If children cannot go outdoors due to extreme conditions, we will enjoy indoor activities.

TOYS/ Sanitation of Toys

Please do not send in any toys from home with your child. Should a child deliberately destroy our toys or property through misuse or willfulness, the parents will be required to replace it. All toys and equipment used at Tiny Hands Big Hearts In-Home Childcare will be sanitized daily. This prevents any unwanted germs from spreading from one child to another. Toys are disinfected using bleach/ water solution and laid on the table to air dry per State guidelines/ recommendations.

MEALS

Nutritious meals will be served to children two years and older at no extra cost to you. Please list on the medical report any food allergies a child may have. If your child needs a special diet, the parent must furnish these foods. A menu will be posted in a visible place for caretakers to view. We participate in The Child and Adult Care Food Program (CACFP). Parents that send lunch will need to ensure that it is balanced. Candies and gums are not prohibited.

Liquids and Foods hotter than 110 degrees are kept out of the reach of children.

SUPPLEMENTAL FOODS

Tiny Hands Big Hearts In-Home Childcare will ensure that no child goes more than 2 hours without at least a snack or meal, except when sleeping. Please notify us of any food requirements if we are to administer a medical food to any child or if an entire food group is to be eliminated. A physician's written statement will be required.

DISCIPLINE AND GUIDANCE POLICY

Tiny Hands Big Hearts In-Home Childcare helps to guide children through love, consistency, and redirection. Any form of corporal punishment is prohibited. We use developmentally appropriate guidance techniques.

The following methods of discipline will be used:

- Redirecting to an appropriate activity
- Showing positive alternatives
- Modeling the desired behavior
- Reinforcing appropriate behavior
- Encouraging children to control their own behavior, cooperate with others and solve problems by talking

Note: When a timeout is used, it will not exceed one minute for each year of the child's age and it will not be used with infants (children less than 18 months old). Upon the child's return to the group, we will review the reason for the separation from the group and discuss the expected behavior with the child. Young toddlers that do not understand the consequences of their behavior will be reminded of the rules and removed from the situation if necessary.

CHILDREN'S INJURY

If your child sustains a minor injury while in our care (e.g. scraped knee), you will receive a notification outlining the incident and course of action taken by us immediately using the parent app. Minor wounds, such as cuts, scrapes, or bites will be washed with liquid soap and cool running water followed by rinsing. A dry bandage may be applied as appropriate. You will be contacted via phone immediately if the injury produces any type of swelling, is on the face or head, or need

medical attention. Repetitive problems such as biting may result in requesting that your child be removed from childcare. This is for the safety of your child as well as the other children

CHILD NEGLECT AND ABUSE

As childcare providers, we are considered mandated reporters. We have a responsibility by law to recognize and report any evidence of child abuse—abandonment, neglect, and abuse. This is strictly for the benefit of your child. Georgia law requires that any person living in the state are required to report immediately to the Georgia Department of Early Care and Learning at 404-656-5957 or 1-888-442-7735.

PERSONAL CLOSINGS/ PROVIDER VACATION

Although we will do our very best to be available every business day, it is conceivable that we may be forced to close occasionally due to illness, or other emergencies. We realize your need for reliable childcare and will attempt to give as much notice as possible whenever we must close. **If for any reason, Tiny Hands Big Hearts In-Home Childcare has to close due to unexpected illness or emergency, the director at her sole discretion will determine if tuition will be discounted. Tuition discounts are not guaranteed or implied.**

The Director will give no less than 30 days' notice when taking vacation. Tuition is still due in full as you are paying for your spot not if/ when they attend care. **Discounts if any are at the sole discretion of the Director and are not guaranteed or implied.**

Parents are required to have back-up care in case of holidays, child illnesses, or any other circumstances in which back up care is necessary.

CLOSED HOLIDAYS

Please respect the holiday schedule and mark your calendars for each day we have scheduled. Parents are responsible for backup care. **Tuition is due regardless of the holiday. Discounts of any kind are not guaranteed or implied and are at the discretion of the owner. Holidays that fall on Saturday will be observed that Friday. Holidays that fall on Sunday will be observed on Monday.**

Martin Luther King Day
Presidents Day
Good Friday
Memorial Day
Juneteenth
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Week (will be announced)
Christmas Week (will be announced)

RESPONSIBILITIES OF THE PARENT

To help ensure a positive environment for your child, we ask you to:

1. Pay your tuition on time.
2. Pay any late fees that incur

3. When leaving, please DO NOT ALLOW children to run out to your car.
4. You are responsible for your child when you pick up.
5. Children must be signed in and out as they arrive and depart.
6. Ensure children have the correct clothing according to the season.
7. Ensure medical information is up to date.
8. **If you are called to pick up your child, plan to pick up within 1 hour if your child is sick or injured.**
9. Update your child's file (phone numbers, addresses, backup provider, and paperwork if applicable)
10. If we must go to court due to fees, you are responsible for all legal fees and court costs.
11. Pay attention and follow the procedures and policies that are set in place.
12. Please send a message on the parent app when your child will be absent.
13. Keeping your child home when they are sick.
14. Pay attention to closings and make sure to have a backup provider.

PARENT/PROVIDER CONFERENCES

A time may come when we may need to discuss certain situations, or you may need to discuss concerns about your child. THBH will organize two conference meetings during the calendar year with each family to discuss your child's development. This can be in person or over the telephone by setting an appointment that will work for both parties. Parents can email the director at Tinyhands.bighearts2018@gmail.com or call or text 912-677-3185 to request a meeting.

BIRTHDAYS

Each child's birthday is his/her "Special Day" and we look forward to celebrating with them. Parents, if you would like to provide snacks, you are welcome to. Please check with us for allergies and arrange with the provider at least one week in advance.

PHOTOS/VIDEOS OF CHILDREN

Any pictures or videos that we take, will be posted publicly as well as on the business FB page and/ or website. If you do not wish for your child to participate, please provide notice. It is assumed that parent/guardian's consent to their child(ren) being audiotaped, photographed, or videotaped unless such written notification is received.

POTTY TRAINING

We are very happy to help you potty train your child as long as we both agree to be consistent. The decision of when to assist your child with potty training is a personal one and should be made based on your child's signs of emotional and physical readiness. Both the parents and the provider need to work together to accomplish your child's success. Children being potty trained must bring at least 4 full sets of clothes and potty-training underwear/ covers. We will provide progress updates. Only send your child in easy on/easy off clothing until they can completely undress and dress themselves. Children must be able to indicate when they need to potty.

TRANSPORTATION

THBH does not offer transportation of any kind. The only time we may transport without notice is in the case of an emergency, in which case a note will be placed on the door leaving instructions where the children will be sheltering.

PETS

Tiny Hands Big Hearts In-Home Childcare may have a small dog on premises. They are kid-friendly and lovable. They have been certified as healthy by a veterinarian and are current on all immunizations. The children will be exposed to the pet throughout the day. Please inform the Director immediately if your child has any pet allergies or if you do not want your child exposed to the dog. (dog breed – Yorkshire Terrier)

WEAPONS AND FIREARMS

At no time will we allow any employee to have a weapon or firearms of any kind at Tiny Hands Big Hearts In-Home Childcare. This includes, but is not limited to guns, knives, pocketknives, swords, stun guns, pepper spray, mace, nun chucks or other martial arts accessories, lassos or handcuffs, smoke bombs, etc. This policy also includes all toy guns and other toy weapons such as plastic swords. If your child is found to have a gun, any weapon, or a dangerous substance in his or her possession while in care, you will receive an immediate call from us informing you that you need to pick up your child immediately. The proper authorities will be notified, and your contract will be terminated.

ILLNESS POLICY

Please do not administer any fever reducing medicine before bringing your child to care, this is strictly PROHIBITED and could result in termination of childcare services.

Prior to a child starting a copy of their shot record must be in the child's file. **If anyone in your home is sick or ill your child can not attend care, NO EXCEPTIONS.** Health records must be kept up to date. It is the responsibility of the parents to report any seasonal or food-related allergies or any changes in the child's health. It is also the parents' responsibility to keep updated phone and address information for emergency contact. If we are unable to contact you due to outdated information, your child can or will be dismissed at the discretion of the Director.

Under NO circumstance is a sick child allowed to attend Tiny Hands Big Hearts In-Home Childcare. The children should be allowed to recover fully from an illness in the comfort of their own home. If you are unable to remain home with your child, it is your responsibility to plan for a substitute caregiver. It is not possible to prevent the spread of all illnesses; however, minimizing exposure and providing good hygienic practices in the childcare home are means by which we can limit the problem and the resulting inconvenience.

Accordingly, for the benefit of all involved, the following policies will be strictly enforced: See the Illness List which will be on a separate sheet of paper.

Children who have exhibited ANY symptoms of infectious illness within the proceeding 24-hour period are likely to be contagious and should remain at home. **I reserve the right to determine whether a child should remain in the home where illness is a consideration. Parents of children who become ill during the day will be promptly notified and are expected to arrange to pick up their child immediately or within the hour.** The sick child will, if possible, be isolated from the other daycare children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified. A doctor's note will NO longer be accepted, if your child is still showing signs of the illness, he/she will not be allowed back. Not all viruses present the same way when it comes to how they spread, and the safety of the children is my top priority.

If a child is absent for an extended period of more than one week (7 business days) due to illness, parents may request a tuition waiver. This waiver can be granted for up to two weeks (10 days) per year. This request must be made in writing and include the days the child will be absent and the scheduled day for the child to return to care. In addition to the above circumstances please refer to the attached Illness List.

Medications:

Prescription or OTC medications will not be administered. However, we will make reasonable accommodations for children with medical needs. THBH will only use asthma machines as directed by the child's physician.

Medical Emergencies:

Although supervision is constantly given, I cannot always be by the child's side to prevent falls, tripping, bumps, blows from other children, etc. If the child is injured in a non-life-threatening way, I will assess the child and provide home first aid. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctor's office. (I.e. needs stitches, broken arm, or dislocation, etc.) All costs associated with injuries to the child will be the responsibility of the parent. In case of a medical emergency, we will attempt to contact you immediately. If we are unable to reach you, we will start calling the people designated as your emergency contacts. If we are unable to reach you or your emergency contacts, we will transport your child to his/her doctor or to the hospital, if necessary. If immediate intervention is required, we are certified in infant, child, and adult CPR and First Aid and will take appropriate action including calling 911 and having your child transported to Memorial Hospital in Savannah.

You or your family insurance is/are responsible for the cost of medical help or treatment due to accidents or illness while in childcare. A written digital report is given to the parent.

EMERGENCY DECLARATIONS, PUBLIC HEALTH, AND NATURAL DISASTERS

Should a situation occur such as a pandemic, natural disaster, or emergency declaration, Tiny Hands Big Hearts In-Home Childcare will remain open to essential and non-essential families and tuition payments are due in the full amount that is listed on your contract. If we are instructed to close, tuition will be waived. Discounts are not guaranteed and are the sole discretion of the Director.

If we are operating and you decide not to bring your child during this time, tuition payments are still required as you are paying for the spot and not attendance. Direction and guidance from the Federal Centers for Disease Control and Prevention (CDC), local health departments, and the government will be considered, however; the Director will have the final say. Any actions, operational, or policy changes that need to be made by Tiny Hands Big Hearts In-Home Childcare will be communicated by the owner by way of the parent app and will be updated as needed. Business policies and procedures are made by the Owner at her sole discretion.

While closed, we will continue to clean and sanitize the childcare for when families are allowed to return.

SUPERVISION AND SAFETY POLICY

At Tiny Hands Big Hearts In-Home Childcare, we want to assure you as parents that your child's safety is taken very seriously. We practice safety here. Every child in our home is very important and safety guidelines will be always followed. Below are ways that we are practice safety in our Childcare program:

- We have two fire extinguishers located in the childcare home. If there is a fire that cannot be extinguished quickly, the children will be evacuated immediately before calling 911.
- Smoke detectors are in our home.
- Monthly fire drills are practiced in the event of a fire.
- A list of emergency numbers is posted by the telephone.
- The provider is responsible for the child's safety while childcare is being provided. No child shall ever be left unsupervised. When children are inside, they shall be within sight or always hearing of the provider. When children are outside, they shall be always within sight and hearing of the provider.
- **Power Outage: Tiny Hands Big Hearts In-Home Childcare is required by law to close if there is a power outage or not having water supplied to the home. These are still considered paid days. Children must be picked up within the hour.**

MODIFICATION/AMENDMENT

Provider reserves the right to modify and/or amend this agreement upon 30 days written notice of any changes in the basic rates or services provided. Changes in basic rates/services do not require parents' consent but will be given in writing as an addendum to this parent handbook.

ENTIRE AGREEMENT

This agreement, together with those documents specifically incorporated herein by reference, contains the entire agreement and understanding between the parties as to the subject matter hereof.

INVALID PROVISIONS

The invalidity or unenforceability of any particular provision hereof shall not affect the other provisions hereof and this agreement shall be construed in all respects as if such invalid or unenforceable provisions were omitted.

WAIVER

No right under this contract shall be waived (lost) merely by delaying or failing to exercise it. Consent to one act shall not be considered consent to any other or subsequent acts. Any waiver of a default under this agreement must be in writing and shall not be a waiver of any other default concerning the same or any other provisions of this agreement.

GOVERNING LAW

This agreement shall be governed by and interpreted in accordance with the laws of the State of Georgia.

THANK YOU FOR TAKING THE TIME TO READ OVER THE PARENT HANDBOOK! WE LOOK FORWARD TO A GREAT RELATIONSHIP WITH YOU!

REVISIONS TO HANDBOOK AND CONTRACT

Tiny Hands Big Hearts In-Home Childcare reserves the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least a 3 weeks' notice of changes.

TINY HANDS BIG HEARTS IN-HOME CHILDCARE

Contact Information for Parents

Bright From the Start
2 Martin Luther King Jr. Drive SE, 754 East Tower
Atlanta, Georgia 30334
1-888-442-7735

Division of Family & Children Services
(Child Abuse and Neglect)
1-855-422-4453

DECAL/ CAPS
34 Peachtree St. #2400
Atlanta, GA 30303
1-833-442-2277

Tiny Hands Big Hearts In-Home Childcare aims to provide quality service to the families we serve. If there is a problem, we are willing to assist you in the best way we can. Feel free to send us an email at Tinyhands.bighearts2018@gmail.com or give us a call at 912-677-3185. We will be happy to set up a time to discuss and work to come up with a resolution. If the caretaker suspects that the provider is not operating according to the childcare rule requirements for the state of Georgia, the caretaker may contact The Georgia Department of Early Care and Learning at 404-657-5562 or 404-656-5957 to file a complaint.

SERVICE AND CONTRACT FEE AGREEMENT

CHILD'S NAME: _____

While in care my child will participate in the CANA Food and Nutrition program for breakfast, snacks, lunch, and/or supper. I understand that Tiny Hands Big Hearts In-Home Childcare will provide a renewal form each year that must be completed and returned in a timely manner.

Parent/ Guardian Signature _____

PARENT'S RESPONSIBILITIES

Parents/Guardians agree to the parent's responsibilities in the parent handbook. _____ Initial here

Parents understand the Emergency Declaration Policy _____ initial here

Parents understand the Contract Hours Policy _____ initial here

Parents understand the Trial Period Policy _____ initial here

Parents understand the Termination Policy _____ initial here

Parents understand the Tuition Policy _____ initial here

Parents understand the Vacation Policy _____ initial here

Parents understand the Discipline & Guidance Policy _____ initial here

Parents understand the Photography & Video Policy _____ initial here

I do not give my permission for my child's photo and/ or video to be used by Tiny Hands Big Hearts In-Home Childcare _____ initial here

Parents understand the Drop off/ Pick up Policy _____ initial here

Parents understand the Health & Sick Child Policy _____ initial here

Parents understand the Communication Policy _____ initial here

Parents understand the Assessment & Referral Policy _____ initial here

Weekly Tuition Fee \$ 200.00 - \$215.00 <https://families.decal.ga.gov/search> Registration Fee \$ 150.00 Activity Fee \$75.00

By signing this childcare and fee agreement, you agree that you have read, understood, and agreed to adhere to these policies and procedures. Additionally, you acknowledge and understand that the policies and procedures at Tiny Hands Big Hearts In-Home Childcare are legally binding and subject to change without advance notice and that any changes made in writing will supersede any current policies, procedures, or contractual agreements, including but not limited to payment and attendance policies, illness policies, and other operational policies and procedures. Tiny Hands Big Hearts In-Home Childcare reserves the right to terminate this childcare agreement at any time with or without cause.

Please print your email address below to receive the parent handbook electronically.

Parent/ Guardian signature _____

Print Name: _____

Date: _____

You are responsible for paying all fees for your childcare each week regardless of attendance. Your fee is based on the spot that your child occupies not if/ when they attend care. Discounts are at the sole discretion of the Director and are not guaranteed, implied or promised.

Illness List

Exclude children with these symptoms:

- Temperature of 100°F (99.00 under the arm) or higher without medication even if there has not been a change in behavior. Exclude until fever-free without medication
- Clear non-stop mucus/ thick yellow-green mucus
- Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs.
- Diarrhea: two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end.
- Blood in stools not due to changes in diet, medication, or hard stools.
- Vomiting: two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end, or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration.
- Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptoms.
- Mouth sores with drooling.
- Rash with fever or behavior change.
- Pink eye (with white or yellow eye discharge), until 48 hours after starting antibiotic treatment.
- Scabies
- Head lice, all nits must be gone until 48 hours after starting treatment.
- Tuberculosis, as directed by DPH.
- Impetigo, until 48 hours after starting antibiotic treatment and sores are dry.
- Strep throat, until 48 hours after starting antibiotic treatment.
- Chickenpox, until all sores have crusted and are dry (six days).
- Shingles, exclude until sores have crusted and are dry (six days).
- Pertussis, until completing five days of antibiotic treatment.
- Mumps, until five days after onset of glandular swelling.
- Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH.
- Measles, out for six days
- Rubella, out for seven days
- Cold sores, if the child is too young to have control of saliva.
- Unspecified illness if the child is unable to participate in activities or the facility cannot provide care for this child and the other children.
- HFM no open sores or blisters, must be out for 5 days.
- Ringworm 48 hours

This list is not all-inclusive and is likely to change as we continue to learn of new illnesses and symptoms. **It is at the discretion of Tiny Hands Big Hearts In-Home Childcare, whether a child is allowed to attend care regardless of a doctors excuse/ clearance.** If you have any questions concerning any of the illnesses listed above,

feel free to discuss them with us. Our email is Tinyhands.bighearts2018@gmail.com and our phone number is 912-677-3185. Please refer to the list on the front door for time frames.