



# **TenderCare Children's Center Heights, LLC**

Since 1987

## **Parent Handbook**

Located At:  
2515 20<sup>th</sup> Street, Clarkston  
509-758-8382  
509-758-6419 fax

Updated 2/11

## **TenderCare Mission Statement**

We, the employees of TenderCare, believe that every child is equally created and wonderfully made, a gift from God. Each child has his or her own special strengths and abilities which make them unique.

Our goal is to focus on those strengths and abilities as we support and assist each child in learning respect for others, developing positive social skills and gaining knowledge while meeting their physical and emotional needs.

We are committed and will strive to always provide an environment that is fun, safe, healthy, and positive and will allow children the opportunity to grow physically, mentally and socially.

Our mission includes providing support to parents as we believe that the future for our children is firmly rooted in family unity and the provision of sensitive loving care.

## **Infants - Ages 1-12 months**

Our infant room is designed to provide a secure, loving environment for your baby. Our Infant Awareness Program is an age appropriate curriculum designed for each stage of your child's development. Our infant teachers work with each infant individually using a pre-developed plan of exercises and games to stimulate your child's positive self image as well as their developing muscles. Each child's individual sleeping and feeding schedule is respected. Our teachers keep detailed records of your child's daily events. Such as: sleeping, eating, diapering, etc. These reports are passed on to the parent in the form of a "Day Sheet".

- ✚ Infants are changed each hour, or more often if needed
- ✚ Supplies needed: diapers and extra clothes
- ✚ We provide the formula of your choice (some specialty brands may be excluded) and basic baby foods.

## **Toddlers - Ages 12-36 months**

### **One's Class**

In this classroom, children are introduced to creativity through many mediums, such as: play-dough, shaving cream, paint, crayons, Gak, etc. Our one's teachers lovingly teach the children how to use these objects as well as the words to use when asking for them. We have daily circle time for our one year olds. This consists of songs, finger plays, puppets, stories, flash cards, and socialization. Our toddler rooms are set up to provide an opportunity to choose from several "learning centers" which provide many experiences from building with blocks to painting an Easter egg. These children are learning about the environment and spend time outside as well as inside. Diapers are changed every 1  $\frac{1}{2}$  hours, unless needed more often.

### **Two's Class**

These children are ready to take on the world and we are here to help! Our two's class has a weekly theme and the "learning centers", circle time and stories are set up to reflect this theme. Centers include various toys and projects designed to use all their developing skills. Craft projects, games and manipulative are introduced daily.

Our two's teacher works individually with each family to provide a positive potty training experience for the child. We use a reward system along with peer support to help each child along.

## **Discipline Policy**

While toddlers are just beginning to learn boundaries and sharing, their primary play is parallel (side by side). When another child invades their "space" they may scream, bite, or hit. This is normal.

Our staff is trained in child development as well as conflict resolution. Their job is to teach these toddlers the words to use and when to use them to resolve these conflicts.

These conflict resolution skills are important and experience is the only way to learn them. Your child may at times be the aggressor or the one being aggressed, both are learning experiences. A bite may look bad to you, but if your child learns to respect another's boundaries, it is a lesson well learned. While teachers help the children to use words and attempt to avoid conflict, they cannot prevent all physical aggression; as well they shouldn't, as these are learning events.

If a child is extremely aggressive and cannot be persuaded to use words, the parent is contacted and together the teacher and family work to find a solution, If this proves ineffective, and other are sustaining injury, the parent may be asked to remove his/her child.

✚ Supplies needed: Diapers or training pants, extra clothes

## **Preschool – Ages 3-5 years**

### **Preschool Classes**

Our center has preschool classes available to children ages 3-5 years. Children learn in a small classroom environment with their own age group. They sing songs, learn about other cultures, create art projects, conduct science experiments, go on field trips, and most of all...HAVE FUN!

3 year olds learn to follow directions and the social skills needed to be open to learning, such as listening and communicating. Concepts are an important part of this class, such as over/under, loud/soft, in/off, etc.

4 year olds are introduced to the alphabet and numbers. They learn simple addition and letter sounds. They also learn more advanced concepts such as weather, community, safety, our health, etc.

5 year olds are beginning readers, learning to put sounds together and letter recognition. Math skills are more advanced, with beginning addition and subtraction. Science is an important part of our curriculum, with cause and effect being exciting lessons.

- ✚ Supplies needed: Extra clothes for accidents. \*School box, pencils, crayons, scissors, watercolor paints, and a small bottle of glue. (For preschool classes only)

### **Learning Centers**

Our 3-5's also play in pre-designed "learning centers". Here they read, socialize, create, sing, build, and pretend. We watch proudly as these children evolve from the parallel play that occurs during the toddler years to a more sophisticated socialization that involves making friends and learning to communicate.

### **Discipline**

At TenderCare, our policy is to reinforce all positive behavior while eliminating negative behavior. Rules are discussed and developed by the children and their teachers. This allows the children to take ownership of the rules and they suddenly become more important. Positive, productive behavior is expected, while negative behavior is redirected, ignored or the child is allowed to experience the consequences of their actions. In the case of a child that is unable to control their behavior, a time out will be used. In the cases of continues negative behavior, the parents will be contacted and a plan devised between parents and teachers to ease the situation. If this proved ineffective, or others are sustaining injuries, the parent may be advised to withdraw his/her child.

## **School Age Children**

TC Kid's Club provides a separate environment for school age children. Children ages 5-12 years are guided through a time of intensive curiosity and socialization by staff trained to assist them, while allowing them to be themselves.

### **Activities**

During the school year, children are transported (if needed) from all schools in Clarkston and Asotin. A release must be signed by the parent and kept in the child's file for us to be able to provide transportation.

A curriculum has been developed that allows the children to choose activities. Many choices offered are: arts and crafts, science experiments, computers, building areas, outdoor sports, games, reading and quiet areas to finish homework or other projects as well as areas to socialize with their friends.

During the summer the children attend a day camp program. Mornings are spent at the park doing activities such as: group games, art projects, science experiments, plays, etc. In the afternoon the group goes on a field trip to many fun and exciting activities. Some of these include: swimming, library visits, bowling, miniature golf, skating, movies, and visiting local points of interest that will increase their knowledge of our area. *Don't tell them that they're learning, they think they're just having fun!*

### **Homework**

During the school year, children may or may not have homework on a daily basis. Our staff provides a place for each child to complete assignments, while providing assistance if needed. Staff and parents decide together whether a child will complete homework at our center or at home.

### **Discipline**

School age children are allowed a variety of choices in their daily activities. Socialization with their peers is one of these choices. During this time, conflicts will occur. Staff use this as a positive learning time. Children are guided through conflict resolution steps to learn how to solve differences between themselves. Staff and children work together to develop as many win/win solutions as possible. When behaviors are such that a positive outcome cannot be developed at the time, a cooling off period may be needed before a solution can be reached. Emphasis is placed on respect for ourselves as well as others and their property.

## **TenderCare School Policies**

### **Free Access**

TenderCare allows parents' free access to *their* child's classroom at all times. You may join your child for lunch, just pop in to say "hi" or come and observe at any time.

### **Insurance**

Parents are responsible to carry medical insurance on their own child. TenderCare will be held harmless in all cases of accidental injury.

## **Sign In/Out**

Washington State requires all children to be signed in and out on the attendance sheet daily. Those individuals must sign using their full legal name. Only authorized persons listed on the enrollment form may pick up your child. New persons entering the center or that are unfamiliar to your child's teacher, will need to bring some form of picture ID and you will need to advise the center manager of any changes in pick up.

## **Meals**

TenderCare serves only USDA approved meals. These are provided free of charge to all ages, including infants. We offer breakfast, lunch, and an afternoon snack.

\*All parents of children with food allergies must provide a doctors note that states the food and the reaction from that food.

## **Illnesses**

TenderCare has a responsibility to all of our children to protect their health and well being. Please do not bring your child to the center if they have any communicable diseases. These would include:

- A fever of 100.4 or higher (the child must be free from fever for a full 24 hours before returning to care)
- Vomiting more than twice in a 24 hour period
- Diarrhea more than three times in one hour
- A draining rash
- Pink or red watering eyes
- Lice or nits (must be nit-free to return)
- Any other contagious condition

If your child contracts one of these conditions during the day, you will be notified.

## **Medications**

Medication may be administered to your child only:

- If it is prescription and is in the original container stating the name of the physician
- If it is over the counter, in the original container
- You have a completed, signed medication policy giving permission for TenderCare staff to administer the medication

## **Discipline**

See your child's age description.

## **Injuries**

If your child receives a minor injury, you will receive an injury report stating the cause and treatment of that injury.

If your child sustains a more serious injury, you will be notified immediately. Your child will, if necessary, receive first aid and a medical professional will be called.

## **Religion**

TenderCare is not a church sponsored child care facility. We do, however recognize that a Christian upbringing is very important to children. We promote prayer before meals, recognition of religious holidays, and Bible stories.

## **Moral**

We believe that children should be cared for in a loving nurturing environment. We do not allow the use of foul language or off color remarks.

We are bound by the law as well as morality to report any suspected cases of child abuse, neglect, medical neglect, or mental cruelty. Our teachers are required to document any unusual wounds or remarks made by the children that might be of a questionable nature.

## **Non-Discrimination**

No person shall on the grounds of race, color, national origin, or handicapping condition be excluded from participation in the service of TenderCare Children's Centers.

## **Admittance**

TenderCare does reserve the right to deny service to any child/family as it deems necessary in order to protect the quality of care to the children in our facility.

## **Personal Property**

TenderCare is not responsible for lost, stolen, or damaged items or articles of clothing. Please leave all expensive or sentimental toys at home and dress your child appropriately. We do many crafts and have outside time where clothes may get dirty.

## **Pesticide Policy**

If it is necessary to apply pesticides the following policies and procedures will be followed:

- Notification will be posted at least 48 hrs. before application
- Markers will be placed on treated areas of landscape
- Pesticide services will take place while facility is closed



### **Extras!!!**

We offer gymnastics classes with 360 Gymnastics one afternoon per week for one hour. These are available for three to six year olds. Class size is limited.

Swimming lessons may be offered in the summer. These are taught by a Red Cross certifies instructor. Class size is limited.

Our preschool classes may take field trips. You will be advised of these in advance. A transportation permission slip must be on file for your child's attendance to these trips. All parents are welcome to attend!

We often have a designated "movie day". We may have popcorn (or other snack item) and watch an age appropriate (G-rated or PG if parent approved) movie or cartoon.

During the summer months, the TC Kid's Club will go on field trips, to the pool, skating, bowling, miniature golf, library visits, and participate in intramural sports as well as many educational opportunities.

### **Payments**

TenderCare operates on a prepayment system. This means that all fees are due and payable before care is received. A 10% discount will be given to those accounts that have been prepaid and maintain a credit balance throughout the billing cycle. A statement will be printed on the 1<sup>st</sup> and the 16<sup>th</sup> days of each month stating your charges and balance. These are available for pick up at the front entrance or you may sign up to receive these by email. If your child is in attendance and your statement is not picked up, you will be charged \$1.00 for postage and handling.

On the 5<sup>th</sup> day after distribution of statements, any account not current will be charged a 10% late fee. If arrangements are not made within 10 days child care may be suspended until such a time as back fees are paid and prepayment is made. We do, however, reserve the right to fill your child's enrollment spot during this suspension.

Any account to be paid by the state that is delayed, due to paperwork not being completed in a timely manner, will be the responsibility of the parent until such time as a payment is made to TenderCare by the state. At this time, a refund will be issued to the parent.

TenderCare does not split billing between two parties. This is the enrolling parent's responsibility. Any previous attendance researching for custody issues or additionally requested statements or reports will result in a \$20/hour fee. This fee will be added to your current statement.

### **Scheduling and Charges**

Our hours of operation are from 6:15am to 6:30pm, Monday - Friday. An additional charge of \$1.00 per minute will be incurred for any time after 6:30pm. These charges are not covered by the state and therefore must be paid at the time of pick up.

We staff according to how many children are scheduled on a daily basis. If your child is scheduled to attend but will not be coming, please call 24 hours in advance, if possible. We do have a designated voice mail system for all scheduling changes (758-8382 ext. 2). All "no shows" will be charged for the hours scheduled. We only accept full-time infants. If you have an infant enrolled and he/she is not fulfilling a full-time spot, block rates may be imposed.

### **Videos and Pictures**

The administration at TenderCare often participates in events with the Clarkston School District. These events include DECA seminars and entrepreneurship conferences. All of functions are great learning opportunities for our area students. Please let us know in writing if you wish for your child's picture not to be included in any of these events either on a slideshow, bulletin board or on our website [www.tendercarechildrenscenter.com](http://www.tendercarechildrenscenter.com) (names are never included). We will be happy to respect your privacy.

### **Disaster Plan**

Washington State requires all licensed child care facilities to create a "Disaster Plan Manual". This and any State documentation are available for families to review at their request.