



**Thomasville
Child Care Center**

PARENT HANDBOOK

Effective June 2024

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Welcome to Thomasville Child Care Center!

Philosophy

Our mission is to create a nurturing environment of care that parents trust and kids enjoy. We accomplish our mission by focusing on safety, hiring only the most caring and compassionate staff, and encouraging kids to explore, experiment, and most importantly have FUN!

Inclusion Policy

We have an open enrollment policy. Our services are offered to everyone regardless of race, creed, sex, religion, disability, or national origin. By enrolling your child at Thomasville Child Care Center you as a parent or guardian give permission for your child to be involved in the activities and events at TCCC.

Parents of a special needs child registering for our services are asked to give a written description of procedures to be followed for the child's care. A copy of the evaluation from the psychologist or therapist and any other diagnosis should be provided to the Director. These evaluations will be held in strictest confidence and used only to educate the childcare staff who work with the child. We can only help your child when we have full knowledge of learning styles and needs. Although rare, a situation may arise in which it becomes evident that the needs of a child cannot be met effectively by our center.

A decision to dismiss a child will only happen after we feel every option has been explored. Every measure will be taken to meet the needs of the child in question. Our Director will assess each dismissal not only with regard to the individual child's needs, but also the needs of all children served. The parent will be a central figure in the discussions regarding this issue, but the decision to dismiss must be left to the discretion of our Director.

Hours of Operation

TCCC will operate year-round (January through December) 6a-6p for DAY care and 6p-12a (midnight) for EVENING care (when/if available). Hours of operation are subject to change with or without notice. Check our website and social media pages for special hours and seasonal hours.

Holidays We Observe

TCCC observes the following holidays and is closed. We reserve the right to close additional days throughout the year as needed. Please see the published calendar each year on our website, Facebook page, and posted in the center on the main entrance bulletin board.

- Christmas Eve
- Christmas Day
- Fourth of July
- Thanksgiving Day
- New Years Day

Admission & Enrollment

We care for children for 6 weeks – 4 years in our day care program. Our afterschool and summer program includes ages 5 years – 12 years. Our evening program is for 6 weeks to 12 years.

There is a \$100 non-refundable application fee that must be submitted with your child's enrollment request. This fee is NON-REFUNDABLE and does not apply to other charges.

There is an annual fee of \$125 per child payable annually, July 1. This fee is NON-REFUNDABLE and does not apply to other charges.

There is no long-term commitment required, no contract to sign, and you may withdraw from the program at any time with a two week notice. Should it become necessary, we may terminate your enrollment in our program at any time, with or without notice. No fees paid will be refundable for termination by either the center or the parent/guardian.

The following forms are required to be completed as part of the enrollment process:

- Enrollment Form
- Acknowledgement of Liability Insurance Status
- Consent Form
- Authorization to Administer Medication (if applicable)
- Food Program Form (CACFP)

These forms may be completed by hard copy in our office.

In addition, parents are required to create and maintain a Procure account for check-in/check-out. An account will be set up for you and provided information so you can complete the setup.

Activity Centers

TCCC strives to provide educational and entertaining activity centers for the enjoyment of all ages of children enrolled in our program. To that extent, we offer the following Activity Centers within our facility:

- Arts & Crafts
- Sensory Activities
- Chalkboard wall art
- Movie Time
- Imaginative Play Center
- Play Tables, Video Gaming
- Books/Reading Area

Activity centers may be rotated at any time to maintain a fresh and inviting Day Care Center.

Activity Schedule

Our schedules are posted in each classroom and available online via our website at www.thomasvilleccc.com.

Accidents/Incidents

Although many precautions are taken to ensure a safe environment, occasional incidents will occur as children explore the world around them. If an incident or injury occurs, first aid is administered, an accident report is completed, and a copy is given to the parent. This report will describe the nature of the incident and the follow-up care that was provided. Please understand that in a group care setting, we witness most incidents; however, occasionally there may be an incident we do not see. Parents will be contacted by telephone for serious injuries which require professional medical attention (see the topic emergency medical care for additional information).

Administering Medication

TCCC Staff will administer medications that are ingested or inhaled with a valid prescription and a parental consent form on file. Prescription medications must live in their original containers and must be clearly labeled with the identity of the medicine, written dosage instructions and a prescription number if provided by a prescription physician and must show the child's name on the container itself.

Parents must complete authorization forms for each day for all medicines to be administered. These forms are kept on file by TCCC. You agree to provide the center with all necessary

information pertaining to administering medicine to your child. To administer any over the counter medicine, we require an accompanying doctor's note listing specific symptoms, the dosage, possible side effects, and the duration of time that the medicine should be used for a child. Over the counter medications include anything that goes inside a child's body such as Pedialyte, saline solutions, gas drops, Tylenol, etc. The doctor's authorization form is valid for a period of six months and then must be renewed. Parents must also sign an authorization form daily for over the counter medicine.

A physician must also fill out an emergency action plan for all as needed medicines that indicate specific symptoms to indicate when we should administer the medication, the dosage, and possible side effects. As needed medications include inhalers and EpiPens. Parents will be notified if any of these medications are given at school. The doctor's authorization form is valid for a period of six months and then must be renewed.

We will administer topical lotions, creams, and ointments with a parental consent form on file. Topical medications will be administered in accordance with the recommended dosage on the medications packaging.

Note that any adverse reactions to medications noticed by the director will be documented and maintained on file by TCC. The parent or guardian will be contacted by the director via telephone immediately as well as any emergency medical services deemed necessary. Severe adverse reactions not inducing a medical emergency will be handled accordingly (see topic emergency medical care for additional information).

Checking In and Out

It is extremely important that parents and guardians follow the appropriate check-in procedures prior to leaving the premises to ensure the staff of TCCC can properly account for each child left in our care. Children must be escorted into the center by a parent or guardian. All children must be properly checked in and payment must be received prior to the parent or guardian leaving the premises. Check-in is required BEFORE 9:30am. There is a sign that will be posted on the front door that states NO DROP. Once this sign is posted, you are late and cannot drop your child unless 24 hours notice is provided and approved. As well, if you are attending a doctor's appointment, you can bring a note to cover the late arrival. If you must pick up your child for an appointment and plan to return to the center, the child must be back to the center no later than 3:00pm to be accepted back for the day.

Check-in procedures are as follows:

- Upon arrival, the parent or guardian will enter his/her security code to the Procure system and select the child(ren) he/she is checking in to the center.

- The parent/guardian will be let into the center building to take the child to his/her classroom.
- Check-out procedures are as follows:
- Upon arrival, the parent or guardian will enter his/her security code to the Procare system and select the child(ren) he/she is checking out of the center.
- The parent/guardian will be let into the center building to pick up the child to his/her classroom.

If you drop off during nap time, please be extra quiet. NOTE: Lunch is from 11:00a-12:00p. If you plan to drop off during this time and need food for your child, call ahead of time so that we can be sure to have extra.

Please refrain from cell phone use during drop off and pick up. This will ensure that it is a smooth transition and allow you to interact well with your child and his/her teachers.

Concerns

If you have any questions, comments or concerns about care or customer service please bring it to the immediate attention of the director or owner. We take your concerns seriously and strive to be your provider of choice for years to come.

Diapering Policy

We check diapers and pull-ups upon check-in, hourly, and at checkout. For the health and safety of your children and other children in our care, we will change wet and soiled diapers when they are first identified as such. We do not assess a level of wetness to conserve diapers if the diaper or pull up is wet or soiled it will be changed. Parents are highly encouraged to bring enough diapers or pull-ups and wipes with this in mind. There is a charge for each diaper or pull up that we use from our supply.

Discipline/Disruptive Behavior

TCCC will utilize elements of positive discipline to redirect unwanted or disruptive behavior.

Positive discipline includes:

- setting realistic expectations for conduct and clarifying that expectation as needed
- anticipating potential problems and using distractions to redirect behavior.
- demonstrating expected behavior
- focusing on positive communication
- verbalizing natural and logical consequences of actions
- avoiding punishment such as physical or corporal punishment withholding attention food or ignoring basics such as toileting

Management reserves the right to dismiss any child from our program that is continuously disruptive and or that possesses a safety risk to themselves, other children or staff members.

Dress Code

Please dress your child in comfortable clothing that is appropriate in size and season, is not offensive or suggestive in nature and does not restrict movement. We highly recommend you dress them in clothing that you do not mind getting dirty or messy period. We also recommend leaving a change of clothing for toddlers, preschoolers and any child not potty trained. Parents are welcome to dress their child in clean pajamas for evening care programs.

Emergency Information

It is important that parents and guardians keep TCCC updated as to how they can be reached at all times in the event of an emergency. This includes all work, home, and cell phone numbers for both parents than any other emergency contacts. Because we strive to maintain a safe environment for your child, we make every attempt to be prepared to handle emergency situations. Our staff is trained in first aid and CPR. An emergency plan is posted in the center. We conduct regular fire and tornado drills. Parents and guardians will be contacted by telephone as quickly as possible in the event our emergency plan is implemented. This includes severe weather, fire, and power failure that affects climate control or structural damage. A copy of our emergency plan is available in the center.

Emergency Medical Care

If your child becomes ill during the time that he or she is in the care of TCCC or suffer an accident of any nature, the director shall contact a parent or guardian immediately by telephone and shall be authorized to 2 secure such immediate medical attention, transportation (including a personal or emergency vehicle as deemed appropriate), and care for the child as may be necessary. The parent shall assume responsibility for the cost of any transportation and care. TCCC uses Archbold medical facility, 612 Gordon Ave. Thomasville GA 31792, as its designated emergency care center. You agree to keep the center informed in writing of changes in your telephone numbers as well as those of emergency contacts.

In the event of a serious injury (including but not limited to bleeding broken bones, fractures , head injuries, bites and objects in the eye, ear nose or absence of breathing), the staff will contact emergency medical services or poison control as appropriate and then administer first aid or CPR until emergency paramedics arrive. Parents and guardians will be contacted immediately and receive a written accident report within two hours and bright from the start will be notified within 24 hours if a serious injury occurs.

Enrollment Documentation Required

The following documents are required to be completed to properly enroll your children and TCCC services:

- enrollment form and emergency medical authorization
- acknowledgement liability insurance status
- authorization to administer medication and any related physician statements if applicable.
- consent form

In addition, parents must create and maintain a Procure account to check in and out children in our care. It is the responsibility of the parent or guardian to ensure the forms are completed as accurately and as completely as possible and that they are updated as information changes so that we can provide the best possible care for your children.

Fees

Payments must be made by the end of business every Monday. If you fail to pay, you may not drop off again until all payments are made. All fees and charges for TCCC are subject to change without notice. See our website at www.thomasvilleccc.com for the latest fees and rates for each of our programs.

An annual supply fee of \$125 per child is due and payable upon registering each child for services. The registration fee of \$100 is due and payable July 1. Late fee is \$2.00 per minute after 6:00 p.m. and must be paid at pickup. A fee of \$3.00 is assessed for each diaper that we must use from our facility supply and is payable at pickup (wipes are included in this rate).

WatchMeGrow camera access is provided as an optional service. The fee is \$10 per week per child. This is not required and be paid/used as needed. It must be paid in advance of granting access to use the system.

Illnesses

Please understand that for your child protection the protection of our staff and other children we strictly enforce our illness policy. We request your full cooperation by not bringing a sick child. Children cannot be given fever reducer medicine in the morning and then brought to play care they must be symptom free for 48 hours without the benefit of medication before returning. Our policy requires that a sick child must be picked up with and one hour of the parent being called to do so period to ensure that children stay healthy while attending TCCC none of the following symptoms should be present within 48 hours of attendance:

- Fever (99.7 or higher temperature)
- Stomachache
- Unexplained itchy scalp or head lice
- Severe headaches

- Excessive yellowish nasal discharge
- Rash or open infection of the skin
- Diarrhea (3 or more in 1 hour)
- Signs of conjunctivitis or pink eye
- Frequent coughing or sore throat
- Nausea or vomiting

If your child shows any of these symptoms, it is best to stay home for the day. If your child does not feel well, he or she will not be happy playing and participating in activities, and other children could be at risk of becoming infected. Most childhood illnesses are very short term. However, if the symptoms are severe and persisted for more than 24 hours you should contact your pediatrician. To return to TCCC following an illness a child must: (a) be absent the following day and may not return after that unless they are symptom free for 48 hours no medication, (b) must have been administered within the last 48 hours that prevents fever or diarrhea or vomiting, (c) antibiotics must have been administered for a full 48 hours.

We cannot allow children with communicable diseases in the center. In the event your child has a communicable disease, please contact us immediately so that information about possible exposure can be communicated to parents of other children in the center by e-mail and a posting at the center entrance. A release form from a doctor may be required before your child re-enters the center. The mood, appetite, behavior, and activity level of your child are signs of how your child is feeling. Please keep your child at home until he or she is feeling his or her best.

Incident Weather

In the event of unusual weather conditions such as snow or ice, the best way to find out if we are open is to check our Facebook page. You can also call us. If the Thomasville City or Thomas County schools are closed, we will try to offer a day camp for ages 5 through 12 but only if we can get enough staff to supervise. Please check with us to see if camp is available on a weather closure day.

Information Board

TCCC maintains an Information Center near the entrance of the center with the following information:

- Bright from the Start Licensing Information
- Names of Persons in Charge
- Statement for Visitors
- Communicable Disease Chart
- Statement of Parental Access
- Weekly Menu

Mandated Reporting Information

Management and staff members are required by law to report evidence of child neglect or abuse. Those who fail to report per state regulations can be held accountable under the law. No one, including TCC management and or a child's parents, can interfere with this reporting requirement. Staff will not be subject to personnel actions for filing a report that was subsequently unfounded if the report was made in good faith.

Meals

TCCC serves one child sized portion snack in the morning and in the afternoon and serves breakfast, lunch and dinner (only for evening care). Meals and snacks are included with tuition.

TCCC is a nut free facility. Please do not send nut products with your child, as they will not be served. Our snack list will be made available at the check-in desk, and will usually consist of items such as goldfish crackers, animal crackers or pretzels or fruits. We encourage parents and guardians to also provide snacks for your child if they have other allergies or special needs diets. This information should be noted in your child's record as well.

Quiet Time

Please check your children's class schedule for daily quiet time/naptime. For infants, schedules will be accommodated within guidelines of safe sleep practices.

Refund Policy

TCCC has an absolute no refund policy. All fees are payable in advance, prior to rendering services. Additional fees, such as overages and late fees, are due and payable at pickup. We do not extend credit or bill for outstanding charges. We do not prorate credit or transfer unused time. Please bring any issue or concern regarding care of customer service to the attention of a member of management immediately.

Safe Sleep Practices

Infants will be placed on their back in a crib to sleep unless a physician's written statement authorizing another sleep position for that infant has been provided. The written statement must include how the infant shall be placed to sleep and a time frame that the instructions are to be followed. Cribs shall be in compliance with CPCS and ASTM safety standards. They will be maintained in good repair and free from hazards.

No objects will be placed in or on the crib with an infant. This includes, but is not limited to, covers, blankets, toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. No objects will be attached to a crib with and with a sleeping infant, such as, but not limited to, crib gems, toys, mirrors, and mobiles.

Only sleepers, sleep sacks and wearable blankets provided by the parent or guardian that fit according to commercial manufacturers guidelines and will not slip up around the infant's face may be warm for the comfort of the sleeping infant.

Crib bedding will be changed after each use, or more often as needed, or according to the rules. Bedding for cots or mats will be laundered daily.

Infants who arrive at the center asleep or fall asleep in other equipment, on the floor or elsewhere, will be moved to a safety approved crib for sleep period swaddling will not be permitted, unless a physician's written statement authorizing it for a particular infant is provided. The written statement must include instructions and a time frame for swaddling the infant. Wedges, other infant positioning devices and monitors will not be permitted unless a physician's written statement authorizing its use for a particular infant is provided. The written statement must include instructions on how to use the device and a time frame for using it.

Supplies

Parents and guardians are responsible for adding all supplies required for your child's personal care such as diapers/pull-ups, clothing, bottles (NO GLASS), binkies etc. We will keep a limited supply of personal care items on hand in the event of an emergency, and will assess a small fee for each one that we use from our supply.

Toys from Home

Please do not bring toys in with your child. We are not responsible for personal items that are lost, stolen or damaged. Our center is full of toys, games, and activities to occupy the children while you are away.

Personal Belongings

All personal belongings, such as coats, hats, and books must be labeled with your child's name. Lost articles are put in the lost and found box each day. Any unclaimed or unlabeled items will be donated. We usually store lost items for one week before they are donated. Please do not bring in toys, games, or electronic devices from home. We cannot be responsible for items that are lost, stolen, or damaged.

Safety & Security Measures

We utilized the following safety and security measures at TCCC:

- Access-controlled front door
- High quality interior cameras with recording functionality
- Controlled access center
- Criminal background checks for all staff members
- Check-in checkout system

Parents may access the facility locations used by children at any time.

Transportation

Transportation will not be provided at this program.

Toilet Training Procedures

Around the age of 24 months, you may see the following signs of readiness for toilet training:

- Your child can indicate when s/he is wet or dry.
- Your child remains dry for longer periods of time.
- Your child asks to use the toilet or potty chair.
- Your child can remove and replace his/her own diaper or pull-up.
- Your child has had success with toilet training with very few accidents.

When you see these signs, we ask you to talk with your child's teachers and discuss how you and the staff can best help your child practice and master this important skill. We will want to know what words you and your child use for toileting, and we will talk with you about when to have your child wear pull-ups or underwear. During the toilet training process, we will always use a positive approach. Your child will never be punished, blamed or shamed for accidents. We ask that you also take a positive approach with your child. It is not uncommon for children to regress and progress at toilet training. Stress or changes at home or at school can delay the process. Some children are ready for toilet training earlier than others. The most important approach is one that works best for your child and maintains his/her self-respect and self-esteem. We ask that you work at having your child toilet trained by the time your child is entering the older three year classroom. We understand that this is not always possible, but please make a plan with the toddler teachers about working on this prior to the transition.

Infant Feeding Procedures

Infants are fed bottles "on demand" unless parents have specific schedules they want the staff to try to follow. Our philosophy is to avoid strict regimens in bottle feeding but rather to acknowledge that infants go through growing spurts and may at times need to be fed more frequently than at other times. When an infant is ready to begin baby food, parents must inform the Teacher of the type of food the baby can have, the approximate amounts and the frequency of feedings. The Teacher will keep parents informed of the infant's progress in feeding. Parents of infants need to keep infant room staff informed of any changes in feeding routine. At approximately 12 months, the Lead Teacher will talk to you about when you plan to help transition your baby from a bottle to a sippy cup. (You are certainly welcome to do this prior to 12 months if your baby is developmentally able.) By 12 months, your baby will no longer use a bottle while at TCCC since bottles are not allowed in the toddler room. **An infant feeding plan must be completed for the infant teachers and updated as needed.**

Contact Us

Thomasville Child Care Center

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Thomasville GA 31792

229-236-4062

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