



Handbook of Policies and Procedures



“Your child’s advancement begins here”
Miss Tomlin
CEO, Program Director

Welcome and Philosophy

Welcome to Tomlin Academy. It has been in operation since 2006. I have been fingerprinted and FBI background checked, hold a current Infant and Child CPR and First Aid Certificate, and have taken numerous child-related educational workshops over the years. I am an experienced, qualified, and professional child care provider with over ten years in the field of education. I currently hold a BA in English, BA in Education, and a MA in Educational Administration.

Contact and Communication

I believe Parent/Provider communication is vital to a successful child care experience. I ask that you be as open with me as I am with you. If you ever have a question or concern I would expect you to come directly to me. Drop-off and pick-up times are generally not a good time for child care discussions. You may call me during our daily quiet time or after hours or you may email or text me at any time. I will get back to you as soon as I am able to.

I utilize a variety of methods to keep you informed. I send home a daily note for every child during the school year and year-round for infants and young toddlers. I provide you with a monthly newsletter and other parent letters **as needed** throughout the year. I maintain a website and a private Facebook group page for my child care business.

Contact Information:

Cell Phone: 816-785-7878

Email: misstomlinacademy@gmail.com

Tomlin Academy on Facebook: private group by direct add only

Street Address: 9700 Holmes Road

Admission and Deposit

I keep records on file for each child enrolled in my child care home. These records include, but are not limited to, Handbook of Policies and Procedures, a Contract and Rate Agreement, an Enrollment Record, and a Release for Emergency Care. I will provide you with any necessary paperwork that will need to be completed and in my possession before I can assume the responsibility of caring for your child. You are expected to inform me of any changes or additions to the information you provide me with as it arises.

Admission is not discriminated on the basis of ability, race, creed, color, national origin, religion or sex.

Hours of Operation

Upon enrollment in Tomlin Academy, we will discuss child care hours based upon your individual needs. Those hours will be specified in our Contract and shall not exceed 10 hours per day..

Please keep in mind that my child care hours are individualized per family. If you are contracted for a 7:30 am drop-off, my child care is not open to you until that time even if another family may have contracted for and arrives at 7:15 am. It is the same for pick-up times, if your contracted pick up time is 5:15 pm, you are late and owe late fees at 5:16 pm, even though another family may still be here with a contracted pick-up time of 5:30 pm. **Please choose your needed child care times carefully.**

Late/early fees equal to \$1 per minute per child will be billed to you in the event of any early drop-off and/or late pick-up that has not been previously authorized. You are expected to pay for any late/early fees within 24 hours. You should be prepared with one of your authorized pick-up people to have your child picked up on time in the event of an unanticipated work situation or traffic problem that may delay you. I hope I don't need to charge this late/early fee. My intent is not to gain more

money, but to have my business hours respected so that I will be able to follow through with my own family plans and commitments.

If you need to change your enrollment hours, I require a minimum of a two-week notice in writing. I reserve the right to terminate our child care arrangement if your new hours will not work well for my child care business.

Drop-In Care _____

I also enjoy caring for children on a drop-in basis. Drop-In child care is defined as any temporary enrollment of one or more full days. Requests for drop-in care are made in advance and approved on a first-come, first-serve basis. I require that records be kept on file for each drop-in child the same as any other enrolled child. With the exception of being required to pay a security deposit, drop-in care is subject to the same rules and policies as any other enrolled family.

Drop-Off and Pick-Up _____

I understand that you may occasionally need to drop off your child later or pick up your child earlier than your contracted enrollment times for various reasons such as doctor appointments. I expect that you give me as much notice as possible when these situations arise and that you follow my 2 basic rules. 1. No drop-offs or pick-ups are permitted between the hours of 1:00 and 3:30 pm. This is our daily quiet time. It is impossible to wake one child and have the others remain asleep and it is disruptive to our schedule. 2. Respect my one drop-off and one pick-up rule per family.

If you should decide to drop in and 'visit' your child during your contracted hours, I ask that you take our schedule into consideration and remember that visitors (even parents) usually cause the children to react in an excited manner that does not normally occur when I am alone with them. If your child's personality is such that they will become upset with your departure, you will be expected to take them with you when you leave. This may be especially upsetting to children who are adjusting to child care. No visitors will be accepted during our quiet time between the hours of 1:00 and 3:30 pm.

Children will only be released to the authorized pick-up persons whom you have identified on your Enrollment Form. You are required to always notify me if one of your authorized pick-up persons will be picking up your child. A verbal notification is fine unless the pick-up person is not one of your authorized pick-up people. In the case of an unauthorized pick up, I will need written permission from you. If you do not inform me that someone else (other than a parent) will be picking up your child, they will not be released even if they are one of your authorized pick-up persons. Anyone picking up your child will be asked to show proper photo ID if I have not yet met them.

Payment Policy _____

Payment is due no later than drop off time on your first contracted care day of each week. If this day is a holiday, a vacation or planned day off for the parent or the provider, payment is due the previous business day. If you or your child are ill, your payment is still expected unless other arrangements have been previously made. If I close the child care due to my own illness or emergency, payment will be accepted on your first contracted day back to child care. There will be a late fee of \$15 per child for each calendar day (including weekends) that payments are received late beginning the following morning for all payments not made before your contracted drop-off time.

Payments may be made by cash, internet bank transfer, or PayPal.

If there is a change in your child care fees due to your child's age, the new rate will go into effect the first full week after your child's birth date. A new contract must be signed at this time before the new rate will take effect.

Please do not put me in the uncomfortable position of having to ask for my money including, but not limited to, late fees, extended care requests, and/or drop-in requests. Any unpaid balances will be turned over to collections and the responsible party who signed our contract will pay all fees incurred.

You will be given a minimum of two-week's notice of any increase in your child care fees.

Tax Information _____

I will supply a W-10 in early January each year for your tax purposes. If child care has been terminated by either party prior to January, it is YOUR responsibility to request this form. I DO NOT send them out automatically as they contain critical information.

Extended Leave _____

In cases of your potential absence due to maternity or an extended leave from your job (teachers for example), I require full child care payments for the entire time of your absence to hold your child's space. If I am in a position where I can temporarily fill your spot with another child during your absence, I may waive a portion of your child care fee. This will be solely at my discretion.

Weather-Related and Other Unanticipated Closings _____

I reserve the right to close my child care early or for the day without notice in the event of unanticipated situations such as, but not limited to, power outages, no water, widespread illness, and/or extreme weather conditions. Extreme weather conditions include, but are not limited to, tornado, blizzard, hurricane, flood, and/or earthquake.

These closings will be with pay, **limited to 3 per calendar year**. The remainder, if they occur, shall be unpaid days. My paramount concern is the safety of the children. If I deem it unsafe for children to stay in my home and/or for parents to get to my home, I will close my child care.

Holidays, Personal/Sick Days, and Vacation Days _____

Holidays include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Day After, and Christmas Eve, Day and the Day After. When a Holiday falls on a Saturday, Tomlin Academy will be closed the preceding Friday with pay. When a holiday falls on a Sunday, Tomlin Academy will be closed the following Monday with pay.

I will make every attempt to be available each day, however there will be occasions when another family member or myself are ill and I am unable to provide child care. If this occurs, notice will be given as soon as possible, however it may be the morning of care. If a situation arises requiring my immediate absence during child care hours, your child may be left with Ms. Brittany, Miss Kinesha, or another responsible adult who will provide proper supervision. I will never leave your child with a person I would not trust my own children with.

Health and Illness Policy _____

I must provide a healthy environment for the well being of all of the children. I accept children with MILD colds or other MINOR ailments only. Use your good judgment and, if in doubt, please call me in the morning. An ill child requires extra care and close attention and is best cared for at home. Do not send your child if he/she has shown any of the following symptoms during the previous 24 hours:

Communicable Diseases: Not permitted by law in child care. Some of these illnesses are, but not limited to: Infectious Conjunctivitis (pink eye), Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice, or Strep Throat. If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. Your child will be accepted back into care when no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for. I may require a doctor's note, at my discretion, for return to child care.

Fever: Not permitted. Any child with a fever \geq 100 degrees Fahrenheit will be sent home immediately. Your child needs to be fever free for a minimum of 24 hours without the aid of any fever reducing substance before returning to child care. Administering medication to reduce your child's fever so that you can bring him/her to child care is grounds for termination.

Diarrhea: Not permitted. Infants and toddlers with fevers and/or diarrhea pertaining to teething will only be accepted into care with a doctor's note stating that these symptoms are due to teething.

Vomiting: Not permitted. Any child who vomits while at child care will be sent home immediately and must stay home until 24 hours have passed with no vomiting episodes.

Runny Nose & Cough: You may bring your child to care if he/she has a common cold (slight occasional cough, clear runny nose, occasional sneezing). Discharge from the nose of any color other than clear is not acceptable in child care. A constant runny nose which needs wiped continually is not acceptable even if clear. A constant daytime cough that is causing your child to gag and be uncomfortable and/or a constant naptime cough that would disrupt the sleep of the other children will require you to keep your child at home. If you suspect your child's runny nose/cough may be due to allergies or teething, I will require you to bring a doctor's note stating the same.

Rashes: Not permitted. If your child has any rash other than a mild diaper rash, you must bring a note from the doctor stating it is not contagious before returning to care.

Runny and/or Crusty Eyes: Not permitted. Watery, matted, and/or red/pink eyes are not acceptable in child care under any circumstances. A period of 24 hours must pass after symptoms before returning to care.

Excessive Crankiness: If your child is irritable, excessively whining or crying, wants constantly held, or requires more attention than I can provide and still give adequate attention to the other children in my care or disrupts the routine of the other children in my care, you must keep your child home regardless of the presence of other symptoms. If this occurs during child care hours, you will be called to come pick up your child.

Lice: Not permitted back to child care until after the second hair treatment and no nits are present. Your child will be inspected by me upon arrival at child care before you leave.

If I become aware of any of these symptoms during care, you will be asked to return for your child immediately. You will be expected to arrive within one hour.

Please notify me at once if you find that your child has a contagious illness so I may notify the other parents. If your child is on medication for something contagious, do not bring him or her until they have been on medication long enough to not be contagious any longer (usually 24 hours). Please remember that just because your child has been home or on medication for 24 hours, does not mean that they feel well enough to take part in the daily activities at child care. In that event, they must stay home an additional day. If your child has been given prescription or over-the-counter medication before arriving at child care, please inform me when dropping off.

Field Trips and Transportation _____

We may occasionally go on a field trip. Some field trips we have enjoyed in the past are trips to the park, zoo, library, and restaurants. All of the children will be placed in safety-approved car seats as required by Missouri State Law.

I do not transport children to and from school or activities.

Medication Administration _____

Please take every measure possible to administer all medication at home. If needed, I will administer the nonprescription medications, ointments, and creams you provide. The nonprescription medications must be in their original containers and labeled with your child's name. I will not exceed the manufacturer's recommended dosage unless you provide me with a written physician's note with instructions.

Emergency Procedures _____

During child care hours, scrapes and bumps are inevitable. In the event of serious injury, illness, or emergency, I will take the appropriate first aid action and, if necessary, will call the Jackson County Police Department or Paramedic Unit. You will be notified as soon as it is feasibly possible.

I will make a conscientious effort to locate you or your designated emergency contact before taking any action in an emergency. If I cannot locate you or your designated emergency contact, I will call your child's doctor, dentist or hospital if emergency, medical or surgical care is needed. In addition and if needed, I will call an ambulance at my own discretion. All costs involved in emergency treatment and/or the cost of an ambulance are your responsibility.

I am required by law to report any suspected abuse or neglect.

Meals and Snacks _____

I serve breakfast, lunch, and snacks throughout the day. You are responsible for feeding your child at home if you will arrive at child care after a meal time. Our meal times will vary according to seasonal schedules. Please ask if you are unsure of a current meal time.

I require parents of children on table foods to provide monthly snacks. For each child enrolled full time, you are asked to provide 2 snacks per month. For each child enrolled part time, you are asked to provide 1 snack per month. Each snack should serve 6 children. I ask that you bring healthy snacks. No cookies, candy, chips, etc. I also ask you do not bring perishable foods unless requested. Snacks are due on or before the first of each month.

I require parents of infants to provide formula or breast milk until the child is drinking milk. I will begin the transition from a bottle to a cup at the same time as finger foods are introduced.

I encourage healthy eating habits. Please inform me of all allergies in advance as, in some cases, you may need to provide appropriate foods.

Discipline and Guidance _____

I require acceptable behavior, by my standards, from the moment your child exits your vehicle until they are safely buckled back in later that day. My expectations of your child will probably be higher than your own due to the number of children I care for on a daily basis. The children are explained the rules of the child care home frequently, so they are all familiar with the guidelines.

House Rules - No running, jumping, or screaming permitted inside the house. We use "walking feet" and "inside voices." No walking around the house with food, cups, or bottles. No going out the door or gate at pick up time without an adult. No shoes in the house. No name calling, teasing, swearing, bad language such as 'shut up', tattling, or potty talk. No gun or violent play allowed.

We Respect Each Other and Keep our Hands to Ourselves - No roughhousing, hitting, pushing, biting, grabbing, kicking, pulling, pinching, spitting at others, including household pets and your parents. Lifting, carrying, climbing, or sitting on other children is not permitted.

We Respect our Belongings and our Environment - No standing on, hitting with, pounding with, throwing toys or other household items. No climbing on, standing on or jumping off of furniture.

I believe that children thrive on consistency, routine, and loving guidance and that it is very important to teach children empathy and to take responsibility for their own actions. Children in my care will be taught and expected to share with others, play cooperatively, express themselves verbally, clean up when asked, follow directions and, most importantly, to treat themselves and others (including yourself) with respect. I use praise and positive rewards for good behavior.

I will discuss with you any behavioral problems as they arise. The following methods of discipline will be used: Encourage children to solve problems themselves, intervention, discussion, re-direction to another play area, loss of privileges, logical consequences, and/or time out. Please show your child that you respect me and my rules by reminding them and enforcing the rules while you are in my home and on my property.

Parents are expected to repair or replace any item your child may break (other than normal wear and tear) in or around my home, including but not limited to: infant equipment, toys, electronics, landscaping, windows, doors, etc.

Quiet Time

Quiet time is an especially important time of the day in a child care situation. The children need rest to enable them to have an enjoyable evening at home with their family. I need this time to allow for the regeneration of the patience and mental attitude it requires working with young children full time. This is also my best opportunity during the day to clean up, do paperwork and plan activities.

Belongings and Supplies

You are expected to keep spare clothing at the child care (including socks and underwear) at all times appropriate for the season. While your child is toilet training, you will be expected to keep two sets of spare clothing at the child care. Any soiled clothing will be sent home in a plastic bag and you will be expected to replace the items with new spare ones the following day.

From September through May your child should bring a book bag each day Monday through Thursday for our Preschool Program. This should be at least large enough to hold a letter-sized sheet of paper without having to fold it.

Children may bring a blanket, binky, small pillow, and/or small stuffed friend, to be kept at child care, for our daily Quiet Time.

You are expected to supply diapers (and Pull-ups during toilet training) as they are needed. You are expected to supply any diaper creams or over-the counter ointments and medications you wish me to use.

Please label all items with your child's name or initials. Keep in mind that if you do not supply a needed item, your child may not be able to participate in an activity or it may prevent all of the children from enjoying an activity. I reserve the right to purchase needed items for your child if you do not supply them in a timely manner. You will be billed for the cost of the item(s) and my time if this should occur.

Toilet Training

Children generally achieve toilet training between the ages of 2 1/2 to 3 years old. If toilet training is begun when your child is ready, the task is easy and quick and can often be achieved in a few days. Some signs to look for include appropriate language skills to communicate the need to use the potty, staying dry for long periods of time, the ability to dress and undress self, and an interest in staying dry or clean. I take a very relaxed attitude towards potty training. Please realize this should be your child's accomplishment and not yours or mine. Children should not be compared to how others are doing. Children train easily when they are ready.

Parents must begin the toileting process at home. If successful and I'm in agreement that your child is ready, I will follow up with toilet training here. During this time I require that children wear pull-ups for health and safety reasons while in my child care setting. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, I will continue to use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

A second set of spare clothing is required. In addition, I require that the Pull- ups your child uses have velcro sides.

Dress Code and Hygiene

You are expected to bring your child clean and in comfortable, weather-appropriate clothing unless there are extenuating circumstances. When dressing your child, please keep in mind that we sometimes do "messy" activities. Please do not dress your child in clothes you would not like to be soiled. Though I try my best to keep the children's clothes free of mess, sometimes I lose this battle.

Preschool and Special Events

Preschool: When the overall age group of my children warrants, I will provide a hands-on, theme-based preschool program for children ages 2 - 5 at no additional cost to you. Letter, shape, color, number recognition, concepts (such as big and little), science, math, literature, and more will be taught as a regular part of my program. We will also enjoy arts & crafts, music, and special fun days. Normally I teach preschool on a daily basis Monday through Thursday mornings from September through May. My goal with my preschool program is to provide stimulating activities for each child's social, emotional, physical, cognitive, and language development and to prepare each child for Kindergarten and to instill in each child a love of learning. I use the ABEKA Curriculum (Phonics and Bible) and all lessons are tied to the Missouri Common Core Standards.

Birthdays and Parties: Each child's birthday is his/her "Special Day." You may bring a special treat for all of the children on your child's special day if you'd like. If your child's birthday falls on a weekend, I will choose another day to celebrate their special day in child care. I also have small holiday parties for the children occasionally throughout the year.

Withdrawal _____

I appreciate the opportunity to provide child care services to you and sincerely hope that you are satisfied with my services. If not, please tell me as most problems concerning child care can be resolved.

In the event you decide that your child may need to leave my care at any point after the trial period for any reason including, but not limited to, a job/schedule change or a pending relocation, written notice is required as well as full advance payment of the final weeks of care.

I require three week's written notification for any termination and this time period will begin on the first Monday after notice is received. I require your final three-week's child care payment at the time written notification is presented to me. This full payment is due regardless of your child's attendance and/or if the child care is closed for any reason. Unpaid child care closing days will become paid closing child care days if: 1) You give written notice on an unpaid child care day, and/ or 2) An unpaid child care closing day or days falls within your final three-weeks of child care.

Termination _____

I appreciate as much advance notification of withdrawal as you can give and in return, will give you the same courtesy with a three-week's notice of my intent to terminate our agreement. However, I reserve the right to terminate our Contract immediately for any of the following reasons (but not limited to):

- * Non Payment, Continual late payments, or Bounced checks
- * Lack of compliance with Handbook Policies
- * Lack of parental cooperation, Disrespect
- * Failure to complete and return required forms
- * Physical or verbal abuse of any person or property
- * Serious illness of myself or my family member
- * Continual disciplinary problems
- * False information given by parent either verbally or in writing

If I terminate this contract for any reason and there are any outstanding fees due, a bill will accompany the termination notice. If I do not receive those fees in a timely manner, legal action will be taken. You will be billed \$5 per day in late fees beginning with the payment due date specified in the termination notice, until our court date and beyond if necessary. You will be responsible for all court, filing, and mailing fees in addition to the amount due. You will be charged for the total loss of my income when I have to close to attend court. You will be responsible for any fees associated with a judgment for payment and/or for any fees associated with a garnishment of wages.

Photographs _____

Photographs of the children's participation at my home may be taken from time to time. The photos are displayed for children to enjoy, used in various arts and craft projects, and given to parents periodically. I also have a Facebook page where photos may be displayed. If you wish for your child not to be in pictures for any reason, please make that request in writing.

Referrals _____

In the event of an open space in my child care, should any currently enrolled family exclusively refer another family to Tomlin Academy, a referral bonus will be paid. **The referred family must contract for a minimum of 3 days per week and be in care and paid up to date, for a period of three months. At the three month point, a \$100 payment credit will be issued as a THANK YOU!!** Happy families are my BEST advertisement!

Confidentiality _____

All information provided to Tomlin Academy will be kept confidential and released only to authorized persons including, but not limited to, State licensor, police dept. and health and social services if required. This information will also be available to back-up providers if needed to care for your child.

Policy Changes _____

I will review and revise my Handbook of Policies and Procedures and my Contract annually. Renewals will go into effect the first of January each year. However, I reserve the right to make any policy or financial changes at any time when it is in the best interest of my child care business. I will give a minimum of two-week's notice of any these changes.