

**Contents**

Communication.....2

Enrollment Policy.....2

Registration Fee.....2

Big City Program.....3

Tuition/Discounts.....2

Payments Procedures.....4

Checks with Insufficient Funds.....4

Late Fees.....4

Diaper Policy.....4

Withdrawal Notice.....5

Hours of Operation.....5

Arrival and Departure.....5

Child Seat Belt.....6

Absences.....6

Snow Days.....6

Daily Routine.....6

Curriculum.....7

Discipline.....7

Food Provided.....10

Clothing/Attire.....11

Personal Belongings.....11

Parental Involvement.....11

Fire, Intruder, & Storm Drills.....11/12

Child Abuse & Protection.....12

Hired Staff.....12

Heath Issues, Medication, & Illness.....12

Statement of Agreement (needs to be signed, dated, and given back to Tiny Town).....13

## **Communication**

This manual is designed to provide valuable information about being enrolled at Tiny Town Childcare Ministry. This information will help you understand policies, procedures, and expectations for attending Tiny Town. Even with the time and thought we have put into this manual; we know that we may have missed something. Therefore, this document may change sometimes. We will communicate these changes to you as soon as they happen and support reasoning for doing so. If at any time you have questions or concerns about something that is or is not covered in this manual, please do not hesitate to ask the Tiny Town Director.

Tiny Town is excited to play a role in each child's family. We feel it is vital to communicate regularly with parents/guardians and involve the family in what is happening at Tiny Town. Communication comes in various forms through technology; ProCare\* app, media, emails, or calling Tiny Town; newsletters, special activities, conferences, and an open-door policy. When a child enrolls in our ministry, we want to share openly any concerns or questions that may arise. We welcome questions, feedback, or discussions oriented towards a positive outcome for the child. Sensitive issues will be discussed in private at a mutually beneficial time.

\*ProCare is a FREE tracking and communication app. Student check in/out, daily communication from teachers, shared photos, parent comments/questions and so much more are what it offers. We also use ProCare to track ratios throughout the day and monitor classroom activities. ProCare also offers tuition payment options (see payment procedures).

## **Enrollment Policy**

Students will be accepted on a first come, first serve basis except for families who already have a sibling enrolled. These students will move to the top of a waitlist. **ALL** forms in the enrollment packet must be completed and a registration fee submitted before we can consider your child for enrollment. This is to ensure that your child will get the best care possible and satisfies the record keeping requirements of state registered ministry guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet, please notify the Tiny Town Director to update your records. If you have questions about completing these forms, feel free to ask.

## **Registration Fee**

There is a \$35.00 Non-Refundable/Non-Application registration fee per student at time of enrollment for Tiny Town. This fee covers the time spent reviewing the enrollment forms, making phone calls, and startup costs per child. If you terminate childcare services and are gone more than 120 calendar days but wish to return to Tiny Town, you must submit another application fee. Re-application does not guarantee your child will be re-enrolled; please call to inquire about availability.

If you have been on a waiting list and a spot becomes open, Tiny Town will contact you. To hold that spot for your child you will need to submit a non-refundable first week's tuition payment. That payment will then go towards the first week that your child is enrolled.

### **Big City Program**

Big City is our elementary aged program that offers before and after school care. We also offer all day summer care. **Our Big City summer program is separate with open enrollment beginning in February before that summer.**

Our before and after-school program is based on enrollment (a reserved space), not on attendance, and priced per week at \$45/week/child for before or after, \$60/week for use of both, during the school year. On days, the school is closed, enrolled children from our after-school program may attend for \$30/day. This includes set days off (President's Day, Fall Break, etc.) as well as snow days. For a week off school, such as Spring Break, a student may attend at a rate of \$115/week or \$30/day. We do offer care for two-hour delays to students enrolled in the before school program.

There is a \$15.00 Non-Refundable/Non-Application registration fee per student at time of enrollment. This fee covers the time spent reviewing the enrollment forms, making phone calls, some supplies and startup costs per child.

Bus transportation, provided by the school system, is available for children who live in the district and attend Orchard View or Heritage Intermediate school. You will need to plan transportation at Middlebury Community schools on your own. Please be aware that these changes can take up to three days before in effect. Tiny Town buses students from York Elementary after school.

### **Tuition/Discounts**

Tuition is based on an annual budget and tuition, priced per week, and reserves a spot for your child. It is NOT based on attendance.

Infants (0-12 months) .....	\$210.00
12-36 months .....	\$190.00
3 – 5-Year-Old Class (must be potty trained) .....	\$170.00
Big City (before <b>OR</b> after care during school year) .....	\$45.00
Big City (York w/transportation) .....	\$50.00
Big City (before <b>AND</b> after care during school year) .....	\$60.00
Big City (summer) .....	\$115.00/week or \$30/day

**\*We do not offer part-time pricing. If you desire to pay full time fees for part time care, then you may enroll.**

Discounts will be given to families with more than one child enrolled in our program. This is not applicable to our Big City school year program but does apply during the full-time summer care program.

Youngest Child..... Full Price  
 Second or more children..... \$15 off/week

### **Payment Procedures**

Tuition payment is due on the Friday before each school week begins. Tuition can be paid further in advance if desired. Payment options include check, cash or withdrawal using ProCare. When paying with cash or check, please use the envelopes provided to turn in payment and place them in the black payment box **before 5:30 pm on Fridays. Checks should be made payable to Waypoint Community Church with Tiny Town added in the memo line.** When using ProCare, you will need to set up using steps provided on the app. Please keep in mind that the success of our ministry depends upon the prompt payment of tuition/fees to take care of day-to-day expenses that are encountered. **Parent/guardians are responsible for the full tuition even when a child may be absent from school for vacation or illness. Payment is not expected for our two full shutdown weeks.**

### **Check with Insufficient Funds**

If a check is returned for insufficient funds, there will be a \$30 fee in addition to immediate payment of tuition for services to continue. The second time a check is deemed insufficient, childcare services may be halted until full payment of tuition has been made in cash. Subsequently, payments will be made in cash for the duration of childcare services.

### **Late Fees**

If payment is not made on the Friday before then a \$25 late fee will be added to the next week's payment. This fee plus tuition should be paid by Tuesday morning when the child arrives. Non-payment can result in your child's dismissal from Tiny Town. If you accrue more than 3 late fees in 3 months, it can result in termination of childcare. We understand that things happen, we just ask that you communicate with us, and we can set up a payment plan for you.

Tiny Town closes at 5:30 pm. If you are late, you will receive a call and be charged a late fee. Everyone must be out the door by 5:30 pm or a late fee will be charged as we can't leave you or the child in the building after hours. A \$2.00/per minute late pick up fee will be assessed for all children picked up after closing time (5:30 pm). **This will be invoiced separately on ProCare.** These late fees are charged to cover the expense of paying our teachers to stay past their scheduled time. These late fees will be strictly enforced, and **habitual tardiness may result in termination of services.**

### **Diaper**

If diapers are needed teachers will send out messages to notify parents that children are low in diapers or do not have any diapers left. If the parents are notified 2 or more times and do not bring in diapers for their child a ten-dollar charge will be added to the account and the child will be provided with diapers from our spare diaper stash. The diapers bought will vary if your child

has a sensitivity to a certain type of diaper and cannot use the spare diapers. You will be asked to bring diapers as soon as possible! If charges are routinely being added to the account for spare diapers a meeting with the directors or managers will be scheduled.

### **Withdrawal Notice**

If at any time you deem it necessary to remove your child from Tiny Town's care, we do require two weeks' notice to be given. The notice should be dated and signed by the parent/guardian. During those two weeks your child can attend but whether they attend or not, payment will be expected.

### **Hours of Operation**

Tiny Town will be open from 6:00 am – 5:30 pm. However, we will be closed on the following days:

- \* New Year's Day or Monday following when it falls on a Sunday
- \* Good Friday
- \* Memorial Day
- \* Fourth of July week (one full week)
- \* Labor Day
- \* Thanksgiving Day and day following
- \* Christmas Break (one full week; if Christmas Eve falls on a Friday, we will be closed that Friday plus the following week)
- \* New Year's Eve when on a Monday or Friday (If Tuesday, Wednesday, or Thursday we are open.)
- \* Up to 2 training days per year (TBD)

Specific dates will be given in the monthly newsletter. Please look for these dates to be marked CLOSED. Training days will be used as professional development days for the Tiny Town staff. Parents/guardians will be informed well in advance of these days. Payment will still be expected to cover all days listed above unless they fall during a shutdown week as payment is based on annual tuition.

### **Arrival and Departure**

All families will receive a unique code to enter the building. A camera with code entry is at both entrances on the east side of the building at Waypoint. **Once in the building, parents/guardians will need to check their child into the daycare, at the check in station, before taking the child to their classroom. When a child is being picked up, a parent/guardian must check them out at this same station after getting the child from their classroom. Please do not share your code with ANYONE and do NOT let others in the door behind you. Door codes should only be given to those who pick up regularly!**

It is normal for some children to have trouble separating from parents/guardians, or cry during drop off time. Please make your drop off brief. The longer you prolong the departure, the more difficult it becomes. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. Often children are quick to get involved in play or activities as soon as parents/guardians are gone.

Please be brief at pick-up times, as well. This is a time of testing boundaries, when two different authority figures are present (the parent/guardians and the provider). Many children will test to see if the rules still apply. Please work with us during this transition, upholding expectations and remaining firm.

Children will **ONLY** be released to their parents/guardians, or the person designated on the Authorized Pick-Up and Emergency Contact Form. These names will be on each child's ProCare account where teachers can easily access them. If someone other than the parent/guardian is to pick up the child, you **MUST** notify the Director ahead of time in writing or by leaving a message with the person's full name and phone number on ProCare or by phone call. To protect your child, he/she will **NOT** be released to any person without your permission. Please inform emergency contacts who pick up that the teacher will need to ask for their full name and number or see official identification (driver's license) at the time of pick up. This is not meant to offend them. This is a simple safety measure taken for your child's protection.

### **ALL CHILDREN MUST WEAR SEAT BELTS**

As childcare providers, we are mandated by the state to report anyone not properly seated and strapped in a vehicle! **All kids under 8 years old must have a car seat for transportation in our care. If we transport your child on a field trip or from York Elementary, we must have a car seat for them to ride our bus. If you need help providing one, please let us know ASAP.**

Lastly, drop off and pick up are not good times to discuss serious problems. Brief conversation is expected and encouraged but be aware that children hear everything. The Director will be happy to schedule a future time to discuss issues as necessary, whether by phone or in person. If this is something you desire, please let our manager know and she will inform the Director to contact you.

### **Absences**

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, maternity leave, vacation, or for any other reason. Please inform Tiny Town when your child will be absent and why.

### **Snow Days**

Tiny Town will only close if there is a state of emergency and vehicles are not allowed on the roads **OR** if the Pastor and Director feel it is necessary. Please check ProCare to know when this occurs. Tiny Town may have morning delays but only on rare occasions.

## **Daily Routine**

Our daily routine will provide both the overall structure and flexibility which children need. It varies by age and classroom. Upon enrollment, you will receive a packet with information about your child's classroom, routine, items that need provided and more. All children will have opportunities to learn, grow, share, exercise, and rest.

## **Curriculum**

Tiny Town will have a daily educational time where children will participate and learn in a more structured setting. During this time, age-appropriate activities will be offered. These activities will be fun and interactive, peaking the child's interest levels and allowing their imagination to be used. Young children are at an impressionable age and a prime time to learn proper social and behavioral skills. Things such as problem solving, conflict resolution, sharing, trying new things, creativity and self-awareness will be our focus for day-to-day operations. Tiny Town also emphasizes Christ centered learning. Each month teachers will have new bible stories and activities planned to open the door for biblical truths and Christian values such as caring, loving, honesty, and acceptance to be learned. Every month teachers will send home a newsletter sharing what the children are learning to keep parents connected and encourage them to support the child's learning at home.

## **Discipline**

*"Train up a child in the way he should go and when he is old, he will not depart from it."* Proverbs 22:6

Discipline is not something you do to children; it is something you develop within them. Tiny Town has adopted conscious discipline and its methods to help train children to make the right choices, self-regulate and resolve conflict.

### **Conflict Resolution steps: (guided by a teacher; intended for 2yrs & older)**

1. Calmly approach situation.
2. State the problem.
3. Say how you feel.
4. Listen to the other person.
5. Brainstorm solutions.
6. Decide what to do.
7. Follow through.

## **Biting**

### **1<sup>st</sup> time -**

- Respond immediately but stay calm and get down to their level. State what has happened and label the emotion they are having.

- Move your focus onto safety (set the child down and say I am going to move (child's name) over here because you are not playing safely.
- Talk about what happened and tell them what they can do instead of biting. Praise the kids when they are doing good things.
- Bite necklace provided.
- Boo-boo report posted.

### **2<sup>nd</sup> time -**

- Repeat steps from 1st time.
- Provide close supervision and intervene quickly if biting occurs.
- Notify parents via ProCare message.

When biting persists, a director should step in. Additional resources will be sent home and a parent chat via phone or face will occur to work together. It is important that consistency occurs both at home and daycare. If it continues it could result in termination.

**Aggression:** a forceful action or procedure (often unprovoked attack) intended to dominate or master; repetitive hitting, biting, scratching, kicking, pushing, spitting, and/or throwing hard objects

### **Aggression towards teachers**

#### **1<sup>st</sup> time –**

- Child taken to a 'safe' place to calm down.
- Given choices to self-regulate as needed.
- Once calm, the teacher speaks with the child to see what emotions are being felt and how redirection can take place.
- Redirect/return to classroom.
- Teachers should notify parents via ProCare.

#### **2<sup>nd</sup> time or if child would not calm in safe place –**

- Child removed from the classroom to the hallway to calm down.
- Director is notified/called to assist.
- Choices given to self-regulate.
- Director talks with child about emotions/situation.
- Director assists with redirection into room.
- Director should notify parents via ProCare & document in file.

#### **3<sup>rd</sup> time –**

- Child removed from the classroom and taken to office.
- Director documents.
- Child will be given choices to self-regulate.



- Parents will be called and notified of difficulty.
- Parents may speak with their child at time if desired.
- If able and confident child can return without further aggression redirection into the classroom will take place.
- If the child cannot return, then a director or manager will call a parent to pick up the child.

### **Aggression towards students**

#### **1<sup>st</sup> time –**

- Child removed from the classroom to the hallway to calm down.
- The director is notified/called to assist.
- Choices given to self-regulate.
- The director talks with the child about emotions/situation.
- Assists with redirection into room.
- The director documents in file.

#### **2<sup>nd</sup> time –**

- The child will be removed from the classroom and taken to the office.
- The child will be given choices to self-regulate.
- The parents will be called and notified of difficulty.
- The parents may speak with the child at time if desired.
- If able and confident child can return without further aggression, redirection into the classroom will take place.
- If the child cannot return, a director or manager will call a parent to pick up the child.
- The director documents in file.

We have zero tolerance for choking. If that occurs, we will notify you and the child will need to be picked up immediately. Safety is a major thing, and we want to provide a safe and loving center for our kids and teachers.

### **Disruptive Behavior**

#### **1<sup>st</sup> time –**

- The teacher will approach the child and get down to their level.
- inquire if something is wrong or what emotions they are feeling.
- Offer a calm place to settle or another option as needed.
- Then redirect into the routine with the rest of class.

#### **2<sup>nd</sup> time –**

- The teacher will approach the child and get down to their level.
- Inquire if something is wrong or what emotions they are feeling.

- Offer a calm place to settle or another option as needed.
- Then redirect into the routine with the rest of class.
- If a child cannot be redirected, a director will be called to assist.
- The director should document in file.

### 3<sup>rd</sup> time –

- The director is called to assist.
- The director will take the child to the hall and follow the above steps.
- If the child cannot be redirected to the classroom, parents will be called for support.
- If the child cannot calm or remains disruptive, a parent will be asked to pick their child up.
- Director documents in file.

Please help us by leaving toys at home or in the car at drop off. This has become a major distraction for the kids and as a teacher having to take things away and putting them in the office takes away from your child's learning time. If this cannot be followed a parent will be scheduled and can result in termination.

### Aggressive/Disruptive Behavior (guided by Director)

If this happens 2 or more times within 14 days (about 2 weeks), then a parent meeting will be scheduled to develop a plan for both home and daycare. Supporting the child and family is incredibly important to us.

If behavior continues, and a child is sent home 2 more times within 14 days (about 2 weeks), following the parent meeting, then suspension, up to 3 days, will occur. During the suspension, another parent meeting will occur. Outside resources will be utilized to the best of our ability. However, if behavior persists after the suspension, then dismissal from the program will occur.

**\*We do understand that every child is unique, and situations can vary based on additional children involved, life circumstances (loss, divorce, etc.), transitions, etc. It is always our goal to partner with our families and work together to resolve issues.**

### **Food Provided**

Tiny Town will provide time for breakfast to be eaten, from 7:00am-7:30am. Breakfast must be provided by parents/guardians. Tiny Town will provide both an AM and PM snack for every child. Parents/guardians are expected to bring a sack lunch with their child's name, clearly printed, on the outside of the bag or lunch box. Please remember that the state rules allow us to reheat food (in a microwave) but **NOT** cook food. Please keep reheating the food to **60 seconds or less**. Eating utensils and dishes will need to be supplied. At minimum, send a water bottle with lid to be refilled throughout the day.

If your child has allergies and/or requires a modified diet, please describe everything in detail on the Enrollment Form under Medical Information and include it on ProCare. Please notify us of any changes that occur and adjust on ProCare as well. We will also provide an allergy food list for you to complete. **Please request this form upon enrollment.** Tiny Town will work with the parents/guardians of children with allergies to make sure they receive safe and approved food. If a child has so many allergies that he/she cannot eat from our menu, we may require the parents/guardians to provide breakfast and snacks for their child.

### **Clothing/Attire**

Please dress your child in clothing that will allow him/her to move freely. Clothing that is durable and easily laundered is best as our students will be doing activities that require them to be on the floor, use art materials and outdoor play. PLEASE BE SURE TO PUT YOUR CHILD'S NAME (label) on all coats, hats, mittens, boots, book bags, lunch boxes, etc. No clothing will be laundered at Tiny Town. We do go outside if the real feel is 40 degrees or warmer so, please bring appropriate clothing for your child so they can go outside to play. Outside time is important for these kids to release some energy and just have fresh air and get out of the classroom.

At times, your child may return home with clothes from Tiny Town. Please launder these clothes and return them ASAP!

### **Personal Belongings**

We ask that children do not bring toys from home unless it is designated "Show and Tell" time. Little ones have a tough time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they will be put in the office. Exceptions to this policy are that each child may bring a favorite sleepy stuffie and/or blanket for naptime only.

### **Parental Involvement**

We are always looking for volunteers to help us enrich the educational environment for every child. We view volunteers as more people to show the love of Christ to our children. When opportunities arise for volunteering you will be notified in advance. We also strongly encourage involvement at home by supporting what your child is learning and having discussions about what is in their newsletter or is brought home. At times, children will have show and tell or other specials happening. Please be aware of these and support your child's learning by helping them to prepare.

### **Fire Drills**

We are required by state law to complete one (1) fire drill per month at our location. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. We will not go outdoors during a fire drill when the temperature is below 32 degrees or in inclement weather.

### **Intruder/storm Drill**

We are not required to do intruder or storm drills by state law, but we will start practicing them January 2024. This will be once every 3 months and will be done in different months. As much as we do not want to ever have to do them in real life, we just want to make sure staff and children are prepared if it is needed.

### **Child Abuse and Protection**

Tiny Town supports and maintains a ZERO tolerance policy against child abuse and neglect. All volunteers and employees will immediately document and report any incident of suspected abuse or neglect which they observed and/or are informed of by a child.

Steps taken when a volunteer or employee makes a report:

1. The person reporting an incident of abuse will immediately contact the Director.
2. The Director and employee will take steps to ensure the safety of the alleged victim.
3. DCS will be notified by the Director about the suspected abuse or neglect.

### **Hired Staff**

Tiny Town intends to have all hired staff trained in Universal Precautions and Safe Sleep. At least one person on staff will always be CPR and First Aid certified. All staff will submit a background check upon hire then every 3 years. Drug tests can be administered at random.

### **Health Issues, Medication, and Illness**

Tiny Town is a “well-childcare facility.” At no time do we provide childcare for sick children. In the enrollment packet you will find additional information regarding our sick child policy, medication, and other health related issues.

**POLICIES AND PROCEDURES STATEMENT OF ACKNOWLEDGE AND AGREEMENT**

I HAVE RECEIVED AND/OR READ A COPY ONLINE\* of Tiny Town Policies and Procedure Manual and understand the importance of the material in the handbook. I agree to abide by these guidelines while my child attends Tiny Town Childcare Ministry. I understand that I agree to monetary compensation for childcare services. I understand the manual may be modified, and that any guidelines may be amended, revised, or eliminated by Tiny Town Childcare Ministry.

Child's Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\*Form online can be found at <https://waypointcommunity.com/tiny-town>. Please turn only this form in with other enrollment forms and keep the manual at home for referencing if you opted for a paper copy.