

Tendercare's TAKE HOME TOUR

A lot of information is given during our tour and this pamphlet aims to cover the highlights of center policies and procedures. Please understand that this resource is not meant to cover all aspects of enrollment and our Parent Handbook (available on our website and Facebook page) serves as the main reference for explanations of our operations.



■ Enrollment & Tuition

- Our operating hours are 7am - 6pm. We cannot accept students arriving earlier and we do charge late pick up fees.
- Enrollment is not guaranteed until we receive registration and deposit fees. We do not "hold" spots and will take the next family ready to offer their deposit.
- If you put down a deposit and decide not to enroll, the deposit becomes non-refundable. Otherwise, the deposit will be subtracted from your first week of tuition charges.
- Tuition is due the Monday of each week, late payment charges are assessed at the close of business (COB) each Friday for non-payment. NO EXCEPTIONS! A lobby deposit box is available for check/cash payments, credit cards must be swiped in the office.
- NSF fees are applied, no exceptions.
- All spots are contractual, we do not accept drop-in enrollments.
- All enrollments are full time, we do not offer part time enrollment.

■ Required Paperwork

- Your child **cannot** begin until we have all state required paperwork - this includes the Health Inventory, Parent's Guide to Regulated Child Care, and the Emergency Form.
- For infants/toddlers it is strongly recommended that you meet with our I/T Coordinator to discuss your child's care plan before beginning enrollment.
- Before/After care availability for school closure days are on a first deposit received-first reserved basis so be sure to turn in your reservation form early as we do not assume your child will attend these off days and we are limited to a certain number of children that may attend.

■ Health/Safety

- Buildings/classrooms are secured via door locks or passcode locks.
- Our center is under video surveillance (classrooms, playgrounds, etc.)
- Students need to be signed in/out on lobby clipboard daily.
- Everyone must wash hands upon arrival; children need to use the lobby bathroom (soap/water).
- We have a 24 hour symptom free policy (fever, diarrhea, vomiting, etc). Do not cover your child's symptoms with medication as we will call for immediate pickup at the first sign of returning ailments.
- We have a no crocs, flip flops, etc. policy. Children are to have secure footwear while in our care.

Programs for:

- Infants
- Toddlers
- Preschool 2
- Preschool 3
- PreK
- Before/After Care
- Summer Camp

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Main Building
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Infants, Toddlers &
Two-Year Old
Classrooms

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Main Building

Preschool 2+ - PreK Classrooms

Classrooms

- Our classrooms are self-contained and each is equipped with its own bathroom, refrigerator, microwave, sinks, cots, etc.
- Please check your child's cubbie daily.
- Nap time is generally from 1pm - 3pm - please avoid pickups at this time to minimize disruption
- Your child is issued a TLC nap sack - you supply the pillow, blanket and sleep buddy which must fit inside this bag. We encourage independence - please use items that your child can easily put in the bag themselves.

Curriculum

- Each classroom has its own curriculum based programming with circle time beginning promptly at 9am - please arrive prior to this time to minimize classroom disruption. Copies of each classroom curricula are available via our website.
- Preschool 3 and PreK host show & tell each Friday.

Schedules

Each classroom is under a daily schedule (circle time, lunch, nap, etc) which is posted in the room and students are expected to follow the routine.

Outdoor Play

All classrooms have scheduled outside time twice per day and we go out all year long (temperature range 32° - 90°); please make sure your child is dressed properly with needed accessories (gloves, hats, sunscreen, etc).

Transitions

Our center follows the CCPS age limits for the preschool and prek classrooms. Children in the infant and toddler classrooms are moved up to the next area based on readiness, room availability, OCC staffing restrictions, and age.

Additional Fees

- Preschool 2 - PreK classrooms have an annual supply fee that is assessed at the beginning of each school year.
- Preschool 3 and PreK take two field trips per year with a charge per student and chaperone.
- Infants and Toddlers have a monthly wipes fee that is charged the first of each month; you are welcome to bring your own but you are still subject to the fee.

Preschool 2+

Capacity: 8 Staff/Student Ratio: 1/6

Students in this room are generally our older two's and are introduced to letters, numbers, shapes, colors, and more in a monthly format. Self-help skills/independence are developing and potty training is actively encouraged.

All students receive a daily report indicating the child's activities throughout the day.

Preschool 3

Capacity: 17 Staff/Student Ratio: 1/10

Students in this room continue with basic curriculum and begin learning the mechanics of writing techniques. Understanding the importance of good citizenship, manners and proper self-care are stressed in this room.

All students receive a daily report indicating the child's activities throughout the day.

PreK

Capacity: 18 Staff/Student Ratio: 1/10

Students in this room are expected to have basic knowledge of preschool skills on which the curriculum in this room expands. Reading, writing, and arithmetic are introduced as well as gaining independent skills needed to succeed in Kindergarten.

Daily reports are not provided as the children at this age should be able to communicate their daily activities. In cases where certain issues arise a parent-teacher folder is maintained so that important information can be accurately relayed.

Building 2

Infants/Toddlers/2-



Welcome! This program specializes in infant and toddler care where healthy development of the child is paramount. All staff members are positive role models whom will be supportive, nurturing, warm, and responsive to each child.

We provide each child with experiences that challenge and support cognitive, language, social, emotional, physical, and creative development. We also focus on personal interaction skills and problem solving skills through hands on experiences and curriculum.

Infant Room:

- Parents and room staff will need to meet prior to the start date and discuss the child's care plan.
- Tummy time, singing, story time, and visual/tactile stimulation are all emphasized.
- Each child has their own refrigerator basket for bottles, baby food, etc.

Mobile Infant Room:

- A variety of activities are offered to develop motor skills, language/communication, personal/social development.
- This room uses a cot for nap time (*transition cots are available the last few weeks your child is in the infant room*).
- As your child gets acclimated to the room schedule morning naps are eliminated.
- Breakfasts, morning snacks and afternoon snacks are provided as indicated on the menu chart.
- Send your child with a BROWN BAG LUNCH. Your child's refrigerator basket will remain for bottles.

Toddler Room:

- Children will graduate to sitting at a table instead of a high chair.
- If your child uses a pacifier, we will be working on the need to use it less often.

Two Year Olds:

- Sippy cups are not permitted as children will begin learning proper table etiquette.

All Rooms:

- Children engage in outdoor time/play daily (*weather permitting*) - please make sure appropriate clothing is available. (temperature range 40° - 88°)
- Please make sure you check cubbies for daily reports, soiled clothing, projects, etc.
- All classrooms are a NO SHOE zone!
- Older siblings MAY NOT enter the classrooms due to safety regulations and we ask that you drop them off first and pick them up last, if enrolled with us, to avoid any safety issues.

Our center is dedicated to providing your child with quality, loving care that nurtures age-appropriate development and offers affordable programming.

Infant

Capacity: 6 Staff/Child Ratio: 1/3
Our infant program addresses each child individually as dictated daily through their needs and parental direction. Working together to create a successful care giving partnership is a key component in our child care plan. We focus on providing a rich sensory environment stimulating healthy growth and development.

Toddler:

Capacity: 9 Staff/Child Ratio: 1/3
As little ones become more engaged with the world around them our center provides avenues that will stimulate and challenge their development. Our teachers will channel their energy into skill building activities promoting language, cognitive, social, and physical development.

Two Year Olds

Capacity: 10 Staff/Child Ratio: 1/6
Our program offers a variety of activities to keep our classroom busy. Curriculum based material is introduced and students begin learning academic and social skill sets. Emphasis is placed on following structured routines and simple directions while nurturing the development of self-help skills.

School Age Options

Before/After Care & Summer Camp



Tendercare's school bus district is Bayview Elementary but we also service North East Elementary and The Tome School via our transit van. Students in our before care program receive breakfast prior to 8:00am and are allowed free play before lining up to head off to school. After care students receive an afternoon snack and are offered an opportunity to complete homework or engage in structured free/outdoor play or supervised craft activities until parent pick-up.

Please be aware that tuition rates DO NOT include additional hours of care as a result of delayed openings, unscheduled early dismissals or full day closures. Should you need care on days when school is closed you MUST fill out a reservation form and submit with the appropriate deposits as attendance is not guaranteed to be available on these days.

Summer Camp for ages 6 - 11 offers weekly themes, field trips, guest speakers, and more allowing educational curriculum to be presented in a fun and engaging manner. This program has special registration procedures; please refer to our website or brochure for more details.

Other Info to Know:

■ MEALS

Breakfast for toddlers through PreK students is served until 8:10am. All students arriving after this time will not be served a breakfast and we do not allow outside food to be brought in and given after our breakfast time has ended. A morning snack is served as well as an afternoon snack. You are responsible for sending in your child's lunch which we can keep refrigerated/frozen. A menu is posted on the refrigerator of each classroom; please inform us of any dietary restrictions or allergies.

■ FREE/VACATION DAYS

After your initial 60 day enrollment period, you receive free days equal to the number of days per week that you are enrolled. These days may be used in lieu of payment for times when we are closed or your child does not attend (i.e. sick, vacation, etc.) These days are issued on an annual basis running from June - May each year.

■ DISCIPLINE

Depending on the child's age and infraction we use redirection, color cards, time out, and visits to the director's office for difficult situations.

■ STAFFING

All staff are fingerprinted and background checked while all teachers and aides are also CPR/First Aid trained. Many of our employees are also senior staff certified and/or pursuing degrees in early childhood education.

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