

PARENT HANDBOOK



Specialty childcare for the families of
Methodist Le Bonheur Healthcare

**1026 Madison
Memphis, TN 38104**

Table of Contents

<u>Subject</u>	<u>Page #</u>
Receipt & Acknowledgment	2
TodayCare's Educational Philosophy	3
Introduction	3
Admissions	4
Checking In/Out Process	5
Admission Checklist	6
Tuition Rates and Payments	7
Supervision	7
Discipline and Positive Guidance	8
Care of Children	9
Illness Exclusion Criteria	9
Health Consultation	10
Medications	10
Resolving Parent Concerns	11
Special Needs Children	11
Reporting Child Abuse/Neglect	11
Emergency Plan	11
Evacuation Plan	11
Security and Authorized Caregivers	12
Sanitation and Hygiene	12
Food Handling and Feeding	13
Nursing Mothers	13
Fieldtrips	13
Sleeping	13
Smoking and Prohibited Substances	13

Receipt & Acknowledgment of:
TodayCare at Methodist Le Bonheur Healthcare
Parent Handbook

Please read the following handbook and sign below to indicate your receipt and acknowledgment of your "TodayCare Parent Handbook".

I have received and read a copy of the "TodayCare Parent Handbook". I understand that the policies, rules, and programs described in the handbook are subject to change at the sole discretion of TodayCare - Methodist Le Bonheur Healthcare at any time. I understand that this handbook replaces all previous handbooks for the TodayCare Center.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the "TodayCare Parent Handbook". I understand that it is my responsibility to read and abide by the policies and programs described in this handbook.

Parent/Guardian's Printed Name

Child (ren)'s Printed Name(s)

Parent/Guardian's Signature

Date

Please give the signed original copy of this agreement to your center director. It will be filed in your child's file.

TODAYCARE'S EDUCATIONAL PHILOSOPHY

Childhood is a special time. The first five years of life are referred to as the "critical learning period." We know that children learn through play, through the exploration of their environment, and through their interaction with significant people.

We value each child as an individual with individual needs and interests. We know that development takes place in orderly sequences, and we respect each child's individual pattern and timing of development.

Our curriculum is designed to foster each child's optimum potential.

TodayCare Children's Centers believes a child's development is multifaceted and includes social, emotional, physical, and intellectual development. We are especially concerned about the social and emotional development of the children in our care. All of our interactions and activities are geared toward the achievement of a positive self-concept and self-esteem in each child. We believe that a child must feel emotionally safe before the child can learn and grow effectively.

Environment is critical to quality child development. The health and safety of the children in our care are of utmost importance. We incorporate special design features and equipment which complement our curriculum goals and activities. Above all, we believe the environment should feel good to all those involved. We strive to maintain an atmosphere that helps children and families feel cared for and happy.

INTRODUCTION

TodayCare Children's Center provides unique child care programs for the children of Methodist Le Bonheur Healthcare. A team made up of experienced child care providers, a nurse, and childcare administrator's who specialize in providing the comprehensive care that your child needs. The Tennessee Department of Social Services licenses TodayCare Children's Center. Methodist Le Bonheur Healthcare subsidizes the cost of the programs as an associate benefit. The TodayCare Center is strictly to be used by children who have legal guardians that work for Methodist Le Bonheur Healthcare. It may not be used for an associate's grandchild or other relatives unless the associate can provide proof of legal guardianship. This benefit is being provided for working associate/parents of Methodist Le Bonheur Healthcare and is designed to allow them to meet their family and work obligations in a stress free environment. The types of care offered and descriptions are as follows:

◆ **Transitional Childcare** is for parents returning from maternity/paternity leave and/or who have recently adopted a child. Transitional childcare is available for up to 16 weeks or 80 days upon your return to work. Care will be individualized to meet your child's needs. The transitional childcare program also includes a comfortable area for mothers to nurse their infants. Transitional care requires that your child must attend the program at least two days per week.

◆ **Back-up Childcare** is for those days when your regular childcare arrangements are not available. Examples include school holidays, teacher in-service days, childcare is closed, or your nanny is ill or on vacation. Associates are allowed 45 back-up days per year calendar year to use at their discretion. The back-up program is based upon using creativity and imagination to stimulate and teach outside a normal developmental curriculum. Your child will have the opportunity to paint, draw, build with blocks, play board games, or even perfect their computer skills. Children will also have the opportunity to play outdoors.

◆ **Mildly Ill Care** is for days when your child has a mild illness or is recovering from a more serious illness, injury or surgery. For example, when your child has a low-grade fever, cold symptoms, earache, or is recovering from a tonsillectomy. A nurse will monitor your child's condition and notify you of any changes while a childcare provider comforts and entertains your child. The number of days of mildly ill care is unlimited as long as the child and the illness meet our criteria and there is an available spot.

Our goal is to provide parents or guardians with a childcare choice that is easy to make. We will provide a safe and caring environment for your child when participation in the regular school or care routine is not possible and **you** still need to go to work.

ADMISSIONS

TodayCare admits children without regard to race, color, sex, religion, national origin, or ancestry. We also do not discriminate on the basis of special needs, as long as we are able to provide a safe, supportive environment for your child.

Parents are encouraged to visit the center with their child prior to admission to familiarize them with the center and meet our staff. Preliminary paperwork can also be completed at the time of the pre-admission visit. Registration forms may be obtained from the center director or by calling the center at (901) 590-1597. Registration forms are also available on MOLLI. A pre-registration form may also be found at www.todaycare.com. Please remember to click on your center for the appropriate forms. This is one of many forms that you will need to fill out before your child may attend the center.

Our hours of operation are Monday through Friday from 6:00 a.m. to 8:00 p.m. The center is closed on the following holidays:

- ▶ New Year's Day
- ▶ Memorial Day
- ▶ Independence Day
- ▶ Labor Day
- ▶ Thanksgiving and the Friday after
- ▶ Christmas Day

RESERVATIONS

Reservations are accepted on a first-come first-served basis. Parents may call for a reservation 24 hours a day at (901) 590-1597. Reservations requested after hours do not guarantee a spot for care. Calls will be returned the next morning, beginning at 6:00 a.m. in the order they are received. Please feel free to call back to confirm if you do not receive a call. **If you make a reservation and do not show or cancel 24 hours in advance, you will be charged for that day. If your reservation is for a day following a day the center is closed, you must cancel by 7am on the previous operating day. For example, if you reservation is for Monday at 8am, you must cancel by Friday at 8am.** During extra busy times such as spring break, summer vacation, Thanksgiving break, Winter/Christmas vacation and all other school holidays, cancellations for our school age program must be made at least **one week in advance** to avoid a late cancellation fee equal to the number of days cancelled unless this space can be filled at the last minute. TodayCare bases its daily staffing and accommodations on the reservations for any given day, so if you need to change the hours of a reservation, you must first have it approved by the Center Director or other administrative staff.

Transitional Childcare – After returning to work parents may use this service for a continuous 16-week period or 80 days. After that period, they may use the back-up and mildly ill programs. Children must have a regular schedule of at least two days each week to continue transitional care.

Back-up Childcare – Reservations should be made as soon as you feel you will need our service. For schoolagers, we advise parents to review your school calendar and plan for the days when schools are closed to ensure a reservation at TodayCare. These days may fill up quickly. You may reserve any days you need up to 3 months in advance. Back-up care may be used for no more than 10 consecutive days and for a **maximum of 45 days per child per year**. Half days are considered to be from opening to 12 noon and from 12 noon to close. Exceptions or extensions may be made on a case to case basis through agreement between the center director and your Human Resources Representative. Once you have used all of your 45 days for the year, you may still make reservations but a family within their 45 days would have priority over your child. At least 24 hours notice will be given if your reserved spot has to be given to another family.

Mildly Ill Care – We understand that if your child is suddenly ill, you may not be able to make reservations in advance. Call as soon as you need care. If you leave a message, please explain your child's symptoms, the hours of care you will need, and what time after 6:00 a.m. we can return your call. You may also call us during the day if your child becomes ill at school or at their traditional childcare. We will advise you if childcare is available since mildly ill rooms fill up from time to time. If your child becomes too ill to stay with us, the nurse will call you to pick him/her up.

Prior to admission, TodayCare must have a completed Registration Form and additional forms required by Tennessee Child Care Licensing Division including a current immunization record from your child's doctor. This enrollment packet generally takes 24 hours to process, so make sure the paperwork is turned in at least 24 hours before you need care. A written medical assessment for the child must be provided by the child's parent or authorized representative if one is deemed to be necessary based on the nature of the child's symptoms and/or illness. The medical assessment must be performed by a physician or other health professional working under the supervision of a physician.

Information about your child and family will be kept confidential.

WAITING LIST

If there is not a spot immediately available for your child, the child may be put on a waiting list at the discretion of the parent. If a spot does become available, you will be notified to see if you still want the reservation and to confirm that the child will be attending.

ORIENTATION TOURS

Parents are encouraged to visit the center with their child prior to attending, to familiarize him/her with the center and to meet our staff. Preliminary paperwork may also be completed at the time of the pre-admission visit. During the tour, please provide as much information about your expectations so that we can meet your child's needs. Your input is both welcome and vital.

If a pre-admission visit is not possible, we will be happy to familiarize you with our program and center when you arrive with your child for the first time. Please note, it may take up to an hour to review all of your child's forms and to certify that he/she is eligible to attend. Enrollment packets/registration forms may be obtained from your facility's human resource department or on MOLLI.

CHECKING IN/OUT PROCESS

Upon arrival at TodayCare, parents should park in the front of the center where there is short-term parking for drop-off and pick-up. The doors are always secured, so you may ring the door bell and/or use the keypad which will release the magnetic lock for you to enter. Once inside, you will fill out a Back-up Care Form or a Mildly Ill Care Form if your child is ill. Mildly ill children will need to enter the building at the Mildly Ill entrance. You will also be need to sign your child in at the reception desk and "clock" him/her in to the computer system. The same procedure will be followed when your child is picked up. Tuition is due upon drop-off and can be made by check, cash debit, or Dependent Care

Flexible Spending Account (FSA) debit card.

We understand that parents' time is limited in the morning as they are required to be at work on time. However, we ask that as you drop off your child that....

- You put cell phone calls on hold,
- You take time to greet the teacher and update the teacher on anything going on in your child's life that is important for the teacher to know.
- You inform the teacher if the child has symptoms or has recently been ill. **We ask that parents not mask symptoms with medicine. This may put other children at risk.**

At pick-up time, the caregiver or nurse will provide a daily report to the parent/guardian who picks them up. The parent/guardian will be provided with a copy of the daily report.

We appreciate the timely pick-up of your child before the center closes. However, if a parent or other authorized representative arrives more than 15 minutes after their scheduled pick up time for their child or after 8pm for an 8pm reservation time, there is a \$1.00 per minute fee with a minimum of \$5.00 to be paid to the facility. Payment is expected before leaving the center. We thank you in advance for being timely in picking up your child. We understand that last minute emergencies happen so if you discover that you will not be able to pick up your child by your reservation time, please call the Director as soon as possible so that staffing arrangements can be made.

ITEMS TO BRING TO THE CENTER

- Medications (Must be in original containers/prescribed bottle)
- Breakfast, Lunch, Dinner, and two snacks (depending on hours of care) **Parents provide ALL food items and items should be sent ready to serve. We can not warm or refrigerate food.**
- Disposable diapers and wipes with your child's name on it.
- Infant food and/or formula/breast milk already prepared in bottles. Bottles must be labeled with child's name and the date it was prepared. **We can not serve baby food from an already opened container.**
- At least one change of clothes
- Security blanket, pillow, and/or pacifier
- Books or homework (School agers)
- Tuition payment (check, cash, debit or FSA debit card)
- We prefer that school agers not bring expensive video games or other electronic devices.
-

Please make sure ALL of your child's items from home are labeled!

TodayCare is not responsible for any lost or stolen items.

ADMISSION CHECKLIST

All paperwork must be completed **before** your first reservation/visit at TodayCare:

- Identification and Emergency Information
- Child's Preadmission Health History
- Physician's Report including TB Risk Screening
- Immunization Records (if child has not yet started Kindergarten) including:
 - the physicians name, address and telephone number
 - the dentist's name, address and telephone number
 - The insurance company's name and policy number.
- Consent for Emergency Medical Treatment
- Parent Agreement
- Admission Agreement
- Developmental History (Infant/Toddler or Preschool/School Age)

- Photography Permission
- Proof of Employment (Copy of Methodist Le Bonheur Healthcare badge)
- Parent Handbook Receipt
- Family Information Sheet
- Emergency Card including contact names and numbers other than parents.

CURRICULUM

TodayCare staff consists of qualified and experienced teachers who are prepared to make the time in their classrooms a time of learning and fun. We utilize *Creative Curriculum* which is a play and environment based curriculum that allows children to learn in a fun environment.

PERSONAL SAFETY CURRICULUM

The Tennessee Department of Human Services requires that children be taught Personal Safety annually. The curriculum must be DHS approved and the person teaching it must be trained by DHS. In addition, parents must be informed of the date that the course is to be taught as well as given the opportunity to look over the curriculum ahead of time. Parents will be asked to sign a statement that they have been notified of the date and have been invited to review the curriculum.

TUITION RATES AND PAYMENTS

Co-pay tuition is due when your child is dropped off. It may be paid in the form of a check, cash, debit, or Dependent Care Flexible Spending Account (FSA) debit card. If your child is scheduled several days in a row, you may pay for all of the days in advance on the first day. You may also utilize payroll deduct. If you are interested in this payment structure, please talk with the Center Director. Any payment arrangements needed must be made with the center director. If arrangement is not kept, lack of payment will be reported to Methodist Le Bonheur Healthcare Human Resource department for collection. Should a check be returned unpaid, you will be responsible for the amount of the check as well as returned check fees.

SUPERVISION:

No child will be left unsupervised while at the center.

Well children are kept separate from mildly ill children. Mildly ill children will need to enter the center through the separate mildly ill entrance.

Ratios of caregivers to children are:

Infants and young toddlers to 23 months	1:4
Older Toddlers 23 months to 35 months	1:6
Preschool 36 months to 60 months	1:9
School Ageds, 5 years to 12 years	1:12

The caregiver will update you as needed about your child's well-being. Parents are welcome to call at any time to check on their child. Parents may also drop by unannounced to see how their child is doing or to have lunch with their children if desired.

A mildly ill or Back-up form will be completed throughout the day. It includes information about your child's activities, rest, diet, medications, etc. The form for mildly ill children also includes a nursing assessment.

When parents arrive to pick up their child, the caregiver will discuss the child's day and provide a copy of the form for the parents review. Parents will be asked to sign the completed form and, if desired, be provided with a copy.

KEEPING PARENTS INFORMED

There is a parent bulletin board in the front lobby as well as one in each classroom that updates parents on important information and/or announcements. Please be sure to check them frequently.

TodayCare publishes a center newsletter monthly. Copies will be placed at the front desk. Please pick up a copy and read it so you can keep better informed about TodayCare and our activities.

General information pertinent to parents, such as children's medical information, parenting advice or brochures about services for children are at the front desk. Emails are also sent out from time to time. Please make sure that TodayCare has a current email address.

OUTDOOR PLAY

Well infants, toddlers, preschoolers and school age children will go outside each day when the weather is good and the air quality level is safe. Should it be too cold (below 32 degrees) or too hot, or if there is an air quality or weather alert, the children will remain indoors.

Children in the mildly ill program as long as their symptoms allow, will be offered an outdoor time each day.

DISCIPLINE AND POSITIVE GUIDANCE

Caregivers at TodayCare are trained in child development and in positive methods of discipline. They will use appropriate guidance, redirection, and limit setting as appropriate to the child's age and development level.

Aggressive physical behavior toward staff or other children is unacceptable. To protect all of the children and encourage more acceptable behavior, caregivers will intervene immediately when a child becomes aggressive, using appropriate guidance or conflict resolution techniques. For acts of aggression such as hitting or biting, the children involved will be separated. Care and comfort will be given to the injured child and both parents will be notified of the incident.

Because early childhood facilities are included in the definition of public accommodations under Title II of the ADA, we will follow all parts of the ADA law. However, children who pose a direct threat or significant risk to the health or safety of others will be excluded from care.

We will document how often unusual behavior occurs, the circumstances under which it occurs, and the steps taken by staff to deal with the behavior. Behaviors which are developmentally appropriate for the age and stage of development are not considered a "direct threat". For example, a 2 year-old child who has bitten another child several times does not qualify as a direct threat because biting is not developmentally unusual for a 2 year-old child. However, an older child with a disability who bites, hits, or is otherwise aggressive to staff and children might be covered under the provision.

Our approach to guidance and discipline is to promote a sense of independence, autonomy, and self-esteem, while maintaining the control necessary for a safe and non-threatening environment. This environment allows children to experiment and test their own behavior within clearly defined limits.

When needed, staff will use a variety of methods to teach children self control and how to express their feelings in acceptable ways. These include redirecting children to acceptable activities, using logical consequences to help children be responsible for their actions, using firm words and tones to help children understand how someone feels, and modeling acceptable ways to express negative feelings.

Caregivers are not permitted to use any form of physical and/or negative discipline such as corporal punishment, threat of or withdrawal of food, rest, or bathroom opportunities. Additionally, any use of negative language such as yelling, belittling, threats, or rejection is not permitted.

CARE OF CHILDREN

When you arrive at TodayCare, you will be greeted in the reception area for check-in. Once paperwork is completed, your child will be assigned to a care room and escorted there. Children in the transitional and back-up program will be with other children in their age group and will have planned activities including age-appropriate games and toys for their enjoyment. They will play outside at different times during the day, weather permitting.

If your child is ill, the nurse will assess the child in the mildly ill reception area and then escort him/her to a room that is appropriate for their age and illness. The child may be with other children in the room who are similar in age and have the same illness or symptoms. The nurse, along with the Director will make this assignment. Children in the mildly ill program will typically remain in their room throughout the day. A care plan will be developed according to your child's age, ability, and activity level. Activities will be provided which are both therapeutic and age appropriate.

WHEN YOUR CHILD BECOMES ILL WHILE IN "WELL CARE"

If your child is visiting TodayCare in the back up program and becomes ill throughout the course of the day, the nurse on duty will assess your child's symptoms and determine whether or not they would be qualified to be moved to a mildly ill room if there is a room and a caregiver available. What determines whether or not your children will stay at TodayCare is the nature of your child's illness and the availability of a "spot" for your child in the mildly ill program. When a parent is called to pick up a child, although it may be inconvenient for the parent to leave work at that time, we request that you respect the other children and families in care. We only call a parent when we are concerned about your child as well as the other children in the center. We ask parents to respect the judgment of the TodayCare staff in these matters and to make arrangements to have their child picked up within 30-60 minutes. **There will not be an additional charge if your child is moved from back up care to the mildly ill program.**

ILLNESS EXCLUSION CRITERIA FOR BACKUP &/OR TRANSITION INFANTS.

Exclusion of children will occur if a child's illness requires more care than the staff is able to provide, or if keeping your child poses an increased risk to your child, other children, or caregivers.

We cannot accept a child who exhibits any of the following symptoms:

- Unusual drowsiness
- Extreme fussiness
- Persistent or excessive crying
- Severe wheezing
- Uncontrolled coughing
- Difficulty breathing
- Unable to play
- Complaining of severe pain
- Infant less than 4 months of age with a temperature above 101°F that does not respond to treatment

- Infants between 4-12 months of age with a temperature above 102°F that does not respond to treatment
- Children over 12 months with a temperature above 103°F that does not respond to treatment
- Fever with a stiff neck, lethargy, irritability or persistent crying
- Vomiting more than three times with signs of dehydration
- Contagious stages of pertussis, measles, mumps, chicken pox, rubella, or diphtheria, unless the child can be isolated from children with other illnesses and cared for only with children having the same illness.
- Undiagnosed rash
- Abdominal pain that is severe or persistent
- Open lesions of the skin or mucous membranes
- Diarrhea (5 or more stools in an 8-hour period) in addition to one of the following: dehydration, blood or mucus in the stool, persistence beyond three days
- Other conditions as may be determined by the Center Director or health consultant, nurse, or pediatrician

Once your child is admitted to the center, he/she will continue to be monitored. **If your child becomes too ill to remain in the center, you will be contacted immediately.**

If the parent or legal guardian cannot be reached, an emergency contact person, designated by you, will be called and your child's pediatrician may be notified. Your child will be transported to the hospital if required, due to severe illness or injury.

Parents are required to inform TodayCare of reportable communicable diseases. We will notify public health authorities, as well as the parents of other children who may have been exposed to your child. Your family's identity will be kept confidential.

HEALTH CONSULTATION

All policies and procedures adopted by TodayCare are reviewed and approved by our Director of Medical Affairs. TodayCare works in tandem with pediatricians, pediatric sub-specialists, the Department of Human Resources, and the Shelby County Health Department.

MEDICATIONS

Parents will indicate on the "TodayCare Medication Form" maintained by the management team/nurse any medications that are to be given.

The nurse or member of management will administer medications as directed by parents or legal guardians as long as the directions are within normal guidelines for the medication. Prescription medications must be provided in their original prescription container and include the child's name, date of prescription, dose, frequency, route of administration, and expiration date. The pediatrician will be contacted if dosing clarification is needed.

Non prescription medications must also be provided in the original container and not be expired. Dosing will be as directed by the parent and must be within the guidelines of the manufacturer for the child's age and weight. For instance, most Ibuprofen medications require that the dose be determined by a physician if a child is under 6 months and Acetaminophen is under 24 months. This means that if your child is under the age or weight for a specific dose, a doctor's note is required that states the dosage to be given. A medication form will need to be completed in order to administer sunscreen as well.

Please hand all medications to the Center Director/Asst Director/teacher so they can be locked up. **No medications are to be left in a diaper bag and/or backpack!** Please remember to pick up the medication at the end of the day.

Parents are expected to provide ALL medications to be given in our Center.

RESOLVING PARENT CONCERNS

Just as teachers are encouraged to discuss concerns with parents, parents are encouraged to discuss any concerns or questions about their child's care with their child's teacher/s. It is important for parents to clear up any questions or misunderstandings quickly. Most concerns are best addressed at the classroom level, but if parents and teachers are not able to reach a mutually satisfactory resolution, parents are encouraged to discuss their concerns with the Center Director. Open communication between staff and parents is vital to the smooth operation of the Center. We are committed to the satisfactory resolution of parents' concerns.

SPECIAL NEEDS CHILDREN

All children are special with individual needs that require careful attention and flexible programming. Because labeling a child as "special needs" may have considerable implications for a child's future, it is a step taken only after much thought and professional evaluation. A child's behavior at childcare may be very different from behavior in other settings. The behavior we are concerned about may be a function of the setting, environment, staff behavior, expectations, routines or scheduling.

Each child in the Center is enrolled after individual discussions between the parent(s) and center staff. The Center will attempt to accommodate special needs children as much as possible, and work with parents if group care appears not to be the best environment for an individual child, or, if for other reasons, we cannot meet your child's personal needs.

REPORTING CHILD ABUSE AND NEGLECT

Children need a safe, nurturing environment to grow and learn, and they need to feel loved by their caregivers. TodayCare has a commitment to provide an environment that encourages your child's growth and learning. Should you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for help. Our staff are trained to assist and/or can help you find a community resource which can offer assistance.

In the rare instance that we feel that your child's physical or emotional needs are consistently not being met outside of the Center environment, our staff will work with you to identify their child's needs and assist you in meeting them. If you are temporarily unable or unwilling to meet your child's minimal needs, our staff is mandated by Tennessee law to file a report with the Child Protective Services (Tennessee Department of Human Resources, Child Abuse and Neglect Unit). It then becomes the role of CPS to work with your family to insure that your child's needs are being met.

EMERGENCY PLAN

TodayCare is prepared to care for children in the event of an emergency. The Center Director keeps emergency phone numbers by all phones. First Aid supplies are in each room and the Center is stocked with a comprehensive first aid kit. The staff is Red Cross CPR and First Aid certified.

In the event your child suffers a life threatening illness or injury, "9-1-1" will be called to alert Emergency Medical Transport Services. The Center Director will phone the parent. The emergency facility designated by our Center is Le Bonheur Children's Hospital. A staff member will accompany and remain with the child until the parent or legal guardian can assume responsibility.

EVACUATION PLAN

A detailed evacuation plan is posted at each exit door. Regular evacuation drills are performed by TodayCare management. For any emergency, such as fire, that would prevent us from remaining in the Center, the staff and children will be evacuated to the closest facility. Please see the evacuation plan for the address of this facility.

In the event of an earthquake or emergency that would prevent us from leaving the building, the children and staff will move to a protected area in the building.

Should emergency conditions prevent a parent from retrieving their child, the child will be cared for as long as necessary by staff members using emergency provisions located in the Center.

In the event of severe weather, the Center Director, in coordination with Methodist Le Bonheur Healthcare, may decide to close for the day. Parents will be notified if their child has already been admitted to the Center. Posting of TodayCare's closing will be included on the local television network news, as well as the voicemail system at (801) xxxxxx

SECURITY AND AUTHORIZED CAREGIVERS

It is a priority of TodayCare to provide a secure environment for your child. Security and risk management features are an integral part of our Center.

- ▶ The entrance doors are secured with a magnetic lock and can only be opened by authorized staff members.
- ▶ Each classroom has a phone and intercom speaker in case staff needs immediate assistance.

You or your designee will be required to sign your child in and out of the center.

Should a person attempt to pick up your child, the staff will:

- ▶ Confirm whether or not authorization to pick up your child was noted on the Registration Form/Child Care Agreement
- ▶ Require the individual to provide photo identification

We will notify the proper authorities if any individual who appears to be under the influence of drugs and/or alcohol and attempts to take a child from the center.

SANITATION AND HYGIENE

All Center caregivers will follow strict procedures for hand washing, diapering, and cleaning up spills of any type of bodily fluids. These procedures will be reviewed continuously throughout the year.

Care rooms will be cleaned and disinfected daily following guidelines for hospital care rooms. All toys handled by children will be sanitized after use, or, if unable to be sanitized, removed from use for at least 48 hours. Cloth toys and other toys used by children who are still mouthing them will be limited to use by only one child and cleaned and disinfected after each use.

Our staff is CPR trained and follows "Universal Precautions" as recommended by the Centers for Disease Control.

Smocks provided by TodayCare will be worn by caregivers. Smocks that become soiled with potentially contaminated fluids will be changed.

FOOD HANDLING AND FEEDING

You are required to provide main meals for your child.

We require that parents provide healthy, well-balanced meals for their child. Sugary foods, candy, or soft drinks should not be provided as part of the meal. All foods must meet DHR guidelines for childcare centers. Please make sure to label all food items and containers for your child.

- ▶ Leftover food which has been opened will be discarded
- ▶ No open cans or jars may be sent for your child to the Center
- ▶ Please label bottles and bottle lids with Child's name
- ▶ Formula must be provided for infants not taking breast milk
- ▶ Expressed breast milk may be brought from home but must be frozen or kept cold during transit.
- ▶ Your child's food should be in a container which will keep it warm or cold. The Center does not have the capacity to heat or cool food.
- ▶ Infant and Toddler foods must be cut in bite-sized pieces that do not pose a choking hazard.

DUE TO SEVERE ALLERGIES, NUT PRODUCTS ARE PROHIBITED FROM OUR CENTER. (For example: no peanut butter and jelly sandwiches, peanut butter and crackers, certain cereals contain nut products, granola bars, Cracker Jacks, trail mix with nuts, cookies with nuts, etc)

Please see the Center Director if you need some ideas of healthy, well-balanced meals that you can provide for your child.

NURSING MOTHERS

Nursing mothers are welcome and encouraged to come into the center to feed their child. A quiet, private area will be provided.

FIELDTRIPS

We enjoy giving children the opportunity to learn about the community by providing exciting recreational and educational fieldtrips. Off site fieldtrips are only for children within our school age program. You will be notified in advance of all scheduled trips. Responsible adult supervision is provided for these excursions and your permission for your child to participate will be required for each fieldtrip. In most cases, all school-aged children who are scheduled on a fieldtrip day must attend the fieldtrip. An activity fee is also assessed for most fieldtrips to cover the cost of transportation and admission. Transportation will be provided by licensed TodayCare staff in rented vehicles or by a professional bus company. On-site field trips/activities are provided for all ages through out the year.

SLEEPING

Cribs are provided by the Center for infants (12 months and younger) and cots are provided for toddlers and older children to rest. Children lay down anytime they feel the need to rest. There will be a designated rest time after lunch for all toddlers and preschool aged children. Older children may read, do homework, or pursue any other quiet activities during this time. Sheets and blankets are provided by the Center but parents are welcome to bring a blanket or other security object from home for their child.

SMOKING AND PROHIBITED SUBSTANCES

The use of tobacco in any form, alcohol, or illegal drugs is prohibited on the facility premises at all times. Signs to this effect are posted. No guns or other lethal weapons will be in the Center or allowed on the premises at any time.

Thank you for choosing TodayCare at 1026 Madison Avenue, Memphis, TN 38104
If you have any questions, please call our Center Director (901) 590-1597