



Tender Care
Learning Centers
The Early Education Professionals

Parent Handbook

www.tendercarelc.org



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Welcome to Tender Care Learning Centers

Congratulations! You have just given your child the most precious gift of all – a warm and tender loving environment to grow and learn. We exist to help children to develop a lifelong love of learning.

Your child will be introduced to a world of language arts, large and small motor activities, math, science and so much more! They will have many opportunities to make friends and have fun. Soon your child will form lasting bonds that are priceless. In addition to the friendships formed by your child, you will also have opportunities to develop relationships with other families through our fun family events that we hold throughout the year.

This handbook is designed to help you and your family make a smooth transition into our program by clearly communicating our philosophies and policies. We revise this handbook from time to time, and a current copy will always be available for you at your school. This book is not intended to take the place of the daily communications that you will have with our school managers and teachers, rather to give you a place to reference our policies. We are looking forward to a long and positive relationship with you and your family! Thank you for trusting your family with our family.





Our Mission and Goals



Mission Statement

Our mission is to help children prepare for a lifelong love of learning by providing each child a quality early care and educational experience. We seek organizational excellence by providing high quality services that meet or exceed licensing and recognized industry standards. We are The Early Education Professionals.

**"If a child cannot
learn in the way we
teach, we must teach in a
way the child can learn."**

-Unknown





Our Mission and Goals



History Of Tender Care Learning Centers

Tender Care Learning Centers was founded in 1982 in Pittsburgh when our first center opened in Bethel Park. The Robinson Tender Care Center opened in 1983, and subsequent centers soon followed. Tender Care continued to grow by opening new centers for the next several years, providing quality child care and developmental services for more families in the Pittsburgh area.

Tender Care is one of the largest non-profit organizations in the country dedicated solely to quality early childhood education. We currently operate more than 18 child care centers, in PA and one in West Virginia. Our schools have achieved and are maintaining excellent reputations for quality in the communities which we presently serve. We are proud to have achieved NAEYC accreditation at our schools!

Our families' and teachers' dedication to this organization has made this company what it is today. For over 40 years, we have been successfully helping thousands of families with their early care and education needs. Thank you for being a part of our family!



Our Mission and Goals



Philosophy Statement

Our schools capture the essence of the home setting for children. Our purpose is to provide children with the same type and quality of experiences that they have at home and to enhance those experiences by capitalizing on the child's remarkable receptivity to new learning. In doing so, every child's uniqueness is taken into consideration as they are loved, cared for and stimulated to grow and learn.

We know that no one has more information or knowledge about children than their parents. Therefore, parents are a critical part of the teaching team. We take great care in gathering data from parents about their child's temperament, schedule and preferences. With this information, teachers plan each child's day to insure that individual needs are met and that each child's interests are encouraged as they grow and learn at their own pace. Communication is a vital part of our relationship with parents.

Our program is designed to gently stimulate children to reach their full potential to approach each developmental milestone with enthusiasm, persistence, and joy. Our goal is to make sure that each child has numerous successful experiences every day to foster a positive self-concept and to insure a lifelong love of learning.

We believe our teachers need to know and understand how children grow and learn. When teachers know developmental growth patterns, they can anticipate developmental needs and create environments and activities that encourage emerging skills without frustration or fear of failure.

To accomplish these goals, we have established a people-oriented organization. We hire the best teachers we can find and train them thoroughly before they assume the full responsibility of teaching. Our philosophy is built on valuing each and every employee's contribution. We continue to facilitate professional growth by offering ongoing training and constant feedback.



Our Mission and Goals



Our Core Beliefs

- WE BELIEVE in meeting and exceeding compliance with all applicable state and national agencies, including NAEYC accreditation.
- WE BELIEVE that our teachers and managers are professionally trained educators who facilitate the growth and development of children.
- WE BELIEVE in developing partnerships with parents through open communication and mutual trust and respect in a confidential manner.
- WE BELIEVE in promoting diversity and respect for all human differences.
- WE BELIEVE that we are a people-oriented organization built on valuing each and everyone's unique contributions.
- WE BELIEVE that we operate "child care centers" not "day care centers", because we care for children, not days.
- WE BELIEVE that our child care centers are "schools", and the use of this term is totally applicable and encouraged.
- WE BELIEVE that our child care centers should be as fully enrolled as possible, to enable us to serve as many children and families as we can.
- WE BELIEVE that quality early care and education is not expensive, it is priceless!





Our Mission and Goals



Our Mascot

Tender Teddy is the mascot of Tender Care Learning Centers. This lovable bear makes frequent visits to each of the Tender Care schools. Tender Teddy loves to play and dance with the children, and he can be seen at many local community functions, such as parades and festivals. Tender Teddy has an endless supply of hugs for children of all ages!

Tender Care children look forward to visits from their favorite bear. The children enjoy singing the Tender Teddy song - it has not yet been nominated for a Grammy award, but we love it anyway! Keep your eyes open, you never know when Tender Teddy may appear in your school!



Tender Teddy



Educational Curriculum

Tender Care Learning Centers strives to create a nurturing and loving environment for your child to grow and learn. Our child-centered classrooms are designed to promote exploration, advance socialization skills, and to facilitate small group learning in a fun, and inclusive environment. Parent conferences will be held bi-annually for each child enrolled in our schools. This is a time to discuss one-on-one with your child's teacher as to how well your child is progressing in our programs.

Our teachers plan hands-on, interactive activities to engage your child. A variety of fun activities will be offered to help your child develop literacy, language, social-emotional and physical skills. To support this style of learning and development, our teachers utilize several curriculums including:

The Creative Curriculum

The Creative Curriculum is a high quality, nationally recognized curriculum designed to develop your child's education skills based on over 20 years of research and field testing. This curriculum promotes appropriate developmental outcomes that are based on your child's individual needs and development.

COR Advantage

COR Advantage is an authentic, ongoing observational system used to assess your child. When used in conjunction with The Creative Curriculum, it helps our teachers to observe children in the context of everyday experiences, which is an effective way to learn what they know and can do. It is based on 38 objectives that include predictors of school success and are aligned with Pennsylvania Early Learning Standards..



Let's Begin with the Letter People

Let's Begin with the Letter People™ is a comprehensive curriculum that centers around the engaging and motivating Letter People characters, their songs, and their

stories. It helps young learners develop the strong foundation they will need for reading and writing success.

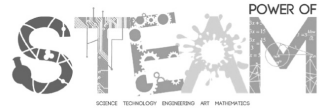


Educational Curriculum



S.T.E.A.M

Tender Care Learning Centers incorporates STEAM education into every age group and in all of our classrooms' daily learning activities! STEAM is an acronym for Science, Technology, Engineering, Arts, and Mathematics and refers to an educational approach which guides your child's natural inquiry, language and critical thinking skills. Some of the benefits of STEAM education for your child are: developing problem-solving skills and the ability to analyze a problem, building confidence by identifying a problem and working to solve it, and expanding the way your child will learn and think about the world around them.



Enrichment Programs

As educators, we know how important it is to develop the whole child. There are times that your child may need additional enrichment programs during the course of their day at Tender Care Learning Centers. All of our locations offer help in finding additional services such as speech, hearing and vision screening, and many other outreach programs. These services are optional, and there may be an additional fee. If you would like to find out more about the programs that are offered at your school, please contact your Director.

National Association for the Education of Young Children (NAEYC)

Our schools are committed to achieving and maintaining accreditation from the National Association for the Education of Young Children (NAEYC) as the measurement of our program excellence. NAEYC is the nation's largest and most influential organization of early childhood educators and is dedicated to improving programs for children from birth to six years old. NAEYC sets the standards for quality child care and education in America.

NAEYC accreditation is a voluntary comprehensive process. Accredited programs have demonstrated a commitment to providing a high-quality program for young children and their families. While the accreditation process examines the total program, emphasis is placed on the quality of interactions among teachers and children and the developmental appropriateness of the curriculum – what really happens with the children. Health and safety, teacher's qualifications, staffing,



Educational Curriculum



physical environment, and administration are all reviewed during accreditation, but primary consideration is given to the nature of the child's experience. All of our schools are nationally accredited. The purpose for going through the NAEYC accreditation process is to make our schools a better place for the children and families.

Keystone STARS Program (Pennsylvania Only)

Keystone STARS began in Pennsylvania in 2002, and our schools have been a part of the program since the beginning. We feel this program



validates what Tender Care Learning Centers have been doing for many years. Why is this important to your child? Your child's early education is critical to his/her development and future success in school and life. Keystone STARS sets requirements for early childhood educators to promote the best learning environment and safest setting possible for your child. Children who attend quality early learning programs go to Kindergarten ready to learn and do better in school. They are more likely to graduate from high school, attend college and get good jobs.

Why is Keystone STARS important to parents? Knowing that your child is safe and respected, that your child is learning something new every day, and the security of knowing what to expect from your child's teachers in certain situations should put your mind at ease. The most important reason of all is that being in a STAR quality program gives your child the best opportunity to succeed today and in the future. Please visit www.pakeys.org for more information.

State Licensing Agency

Every state has a governing licensing agency that has strict guidelines and policies that all child care programs must adhere to each day. These regulations "provide standards to aid in protecting the health and safety and rights of the children." A certificate of compliance is issued to each school by the licensing agency each year after a full inspection of compliance is completed by the state's licensing representative. This procedure gives you and your family the peace of mind in knowing that our schools are in compliance with all licensing regulations. You can find your school's certificate posted on the parent board at your school.



My Child's Day


What Does My Child Need to Bring?

Your child will have a private space designated to hold all of his/her personal belongings. At least one change of clothes, labeled with your child's name, must be kept at school for your child. All clothes should be weather appropriate. (Infants and toddlers may need two sets.) In order to help your child make a smooth separation, it is nice to bring in pictures of you and your child, family pets, grandparents, etc. so that they can look at them throughout the day.

At Tender Care Learning Centers, we have a number of fun, educational toys for your child to play with each day. Although a small comfort item is welcome for naptime, we ask that you keep your child's toys or special personal items at home for fear of loss or breakage. Occasionally there are "Show and Share" times when your child may be asked to bring in a special item. Although we will be more than happy to share these items, we cannot be held responsible for lost or damaged items. We ask that you do not allow your child to bring in toy weapons of any kind.

At Tender Care Learning Centers, we strive to respect each child's individual schedule. For infants and young toddlers we ask that you bring in diapers, wipes, pacifier (if needed), diaper ointment,



 baby food and all infant formula (premixed) or breast milk in labeled bottles. For your child's safety, all bottles need to go home at the end of each day and fresh bottles should be brought in the next morning.

Rest Time

After hours of fun and exciting activities, your child is sure to get tired from his/her busy day. Tender Care Learning Centers offer each child in our program a rest time. This generally occurs during the first part of the afternoon, following lunch. Your child will need a crib-sized blanket or sheet labeled with his/her name. These items are to be laundered at home weekly. No child will be forced to sleep or be expected to rest for an inappropriate amount of time. After a reasonable amount of time, quiet activities will be provided for those children who are no longer resting.



Toilet Training

Toilet training is an important time in your child's development. Tender Care Learning Centers believe that in order for it to be successful, teamwork is the key. We will begin to toilet train your child when they are showing signs that they are ready. Most children start around two years of age. When training begins, we ask that you provide at least two changes of clothing including socks. It will be much easier for your child to wear clothing they can pull off and on by themselves. Your child will be met with patience and understanding during this time of their development and will not be disciplined for any accidents or mishaps.

Cloth Diaper Policy

If cloth diapers are to be used in our schools, you are required to:

- Provide plastic sealed container to store unrinsed, soiled diapers.
- Remove soiled diapers and plastic container daily.
- Clean and disinfect plastic container daily.
- Ensure that the diaper has an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine. Both the diaper and the outer covering are changed as a unit.

Discipline and Exclusions

During the early childhood years, children are developing self-control. We believe in establishing consistent, understandable limits and in having teachers who respond to inappropriate behavior with insight, sensitivity, and skill. When clear, consistent and age-appropriate limits are present, children increasingly become responsible for themselves. When out-of-bounds behaviors do occur, we believe it is important for children to understand why the behavior is inappropriate and how to modify it.



My Child's Day



At Tender Care Learning Centers, we work to prevent behavioral problems by arranging each classroom so that children work in small groups and have a choice of activities. The range of activities will give your child the freedom and ability to experience success and become self-directed. Teachers are also trained to skillfully direct behavior along appropriate channels. Teachers establish predictable limits and help the children understand the consequences of their actions. Children are encouraged to verbalize their feelings in order to learn to positively work through strong emotions. Teachers act as role models and give children praise for appropriate behaviors.

We believe that it is our responsibility to provide children with positive guidance. Tender Care supports a culture of inclusion. In our experience, most children respond well to this approach. In the event that a child does not respond, we will notify the parents and work closely with them to develop a plan to help the child gain self-control and a positive attitude toward his peers and teachers. Should the child's continued negative behavior put the child, peers, or teachers at risk of physical harm, or unduly disrupt the program, or if the child damages Tender Care Learning Centers' property, we reserve the right to ask the parent to withdraw the child from the program. While we understand that a developmental tendency of many children is to experiment with inappropriate language to shock others, withdrawal may also be requested for those children who are verbally abusive, including the repeated use of inappropriate language which other families or Tender Care Learning Centers consider offensive. Tender Care supports a culture of inclusion and will act as a resource to parents to help children succeed in our group setting.

All Tender Care Learning Centers teachers receive training in appropriate guidance and discipline techniques. Discipline is a corrective consequence of an inappropriate action. The number one tool used is redirection. Most potential behavior issues will be warded off with redirection and change in involvement and/or activity. It is the responsibility of the teachers and the parents to ensure that the discipline serves this purpose by confirming that the child knows why the consequence has occurred.



My Child's Day



Under no circumstance will any child in our care ever be subjected to physical force or any other form of corporal punishment. If a child is out of control, compassionate restraint (such as a hug or other restraint reasonable under the circumstances) may be used to prevent a child from harming him/herself, or to prevent the child from harming other persons or property.

Children are generally familiar with conduct guidelines because of similar expectations at home and in school. By following these guidelines, the children are allowed to grow socially, yet are provided structure in the form of consequences for inappropriate behavior. If a continual behavioral problem occurs we will take the following steps:

- A verbal warning will be given for the first offense.
- A call to the parent/guardian will be initiated for the second offense.
- A parent/guardian conference will be scheduled for the third offense.

Repeated and/or excessive behavioral disruptions to the program, as determined by Tender Care Learning Centers' program Director or teachers, will be cause for immediate suspension or disenrollment from Tender Care Learning Centers.

Conduct Expectations

Tender Care Learning Centers teachers:

- Provide a safe and caring environment for all children.
- Provide a variety of activities to enrich your child's development.
- Communicate regularly with you, the parent/guardian, concerning your child.
- Serve as a positive role model for your child.
- Treat your child with respect using positive affirmation and discipline.
- Implement our no bullying policy.
- Work with families to help secure outside professional resources to help enable a child to remain in our group setting if in the best interest of the child.



My Child's Day



Parent/Guardian:

- Sign my child in/out each day and report his/her arrival/departure to a teacher at Tender Care Learning Centers.
- Notify Tender Care Learning Centers if my child will not be in attendance at the program as scheduled.
- Respect the school's opening and closing times.
- Seek important information regarding Tender Care Learning Center, noting special events, payment due dates, etc. as explained in notices, enrollment forms, and this handbook.
- Notify Tender Care Learning Centers of family or school situations that may affect my child's experience at Tender Care Learning Centers.
- Seek outside support if and when it is determined that their child needs intervention to remain in our group setting.

Child:

- Always show respect for other children, teachers and school property.
- Follow Tender Care Learning Centers' rules.
- Follow Tender Care Learning Centers' Health and Safety procedures.
- Control emotions and keep disruptive behaviors to a minimum.

Snacks and Lunches

Tender Care Learning Centers' menus are filled with healthy foods that children love, and they are also planned to satisfy all federal and state guidelines. You will receive a copy of our monthly menu along with your school's newsletter. It is extremely important that you keep your child's teacher informed about any allergies or suspected allergies that your child may have. Tender Care Learning Centers offers infant formula and baby food in accordance with the CACFP guidelines.



My Child's Day



Dress Code

Your child will be busy with creative, learning activities that can be messy. Your child must wear comfortable, washable clothes, as well as rubber-soled and closed-toe shoes to school. Although we encourage the use of paint smocks or shirts during art projects, we cannot guarantee that spills or stains will not occur. If you have a special appointment after school, your child's teacher will be happy to see that your child is changed prior to pick-up.

Outside Play and Learning

Our schools' playgrounds have been developed to enhance your child's outside learning experience. Your child will be enjoying outside play at least twice daily, weather permitting. The children will be encouraged to develop their large motor skills through climbing, running, and playing. By taking the indoors outside, the teachers at Tender Care Learning Centers are able to enhance your child's learning experience by including the natural surroundings of the outside. It is important that your child be dressed appropriately and comfortably.



"Play is often talked about as if it were a relief from serious learning. But for children, play is serious learning."

- Mr. Rogers



Parent Communication

Open Door Policy

Tender Care Learning Centers' doors are always open to parents of enrolled children. As a safety feature, security systems have been installed in our schools. Parents are welcome at the school at any time without prior notice to management or teachers. Please, be aware that there are certain times of the day when children are napping and visitors in the room can disturb their rest. Relatives are permitted to visit upon notification of the management or teachers. Photo identification will be required for any unknown visitor to our school. We reserve the right to place reasonable limitations on visits where they might be disruptive to our program.

No Solicitation Policy

In order to avoid interference with daily operations of Tender Care Learning Centers, the following rules have been adopted:

- Persons who are not employees of this company are strictly prohibited from engaging in any form of solicitation or in the distribution of any literature or other printed materials for any purpose at any time on any of the company premises.
- Parents and employees are prohibited from soliciting for any purpose and from distributing any literature or other materials for any purpose.
- Employees are prohibited from soliciting for any purpose and from distributing any literature or other printed materials on any company premises to parents or to any member of the general public.

Please notify the school Director if you observe anyone violating this policy.



Parent Communication



Drop Off and Pick Up Procedures

When bringing your child to school, we require that you park your car, turn off the engine and lock your car doors before entering the building. Because of the possibility of theft, do not leave purses or valuables in your car even if the car is locked. Parents must accompany children directly to the classroom at the beginning of the day. Please make verbal contact with the teacher to ensure that we are aware that your child has arrived.

No child will be permitted to leave the building without an authorized adult. Other than parents, only persons with prior written authorization will be allowed to pick up a child from the school. Anyone who is not recognized by our teachers, including authorized individuals, will be asked to present photo identification before a child is released to them. Unauthorized individuals will not be permitted to enter the school. Please advise family and friends who pick up only occasionally that identification is required. Please notify our office if there are any changes in pick up plans or arrangements. For any changes on the authorization form, please contact the office without delay.

For security reasons, parents are not permitted to pick up their children and depart directly from the playground. If young children are allowed to leave through the playground gate with their parents, they may not understand that that they cannot leave the playground at other times. To help children learn that they are not permitted to leave our playground, we require all parents and children to enter and exit our school using the main entrance door only.

Check In/Out Policy

Each child must be checked in and out daily by a parent or authorized adult. Our school is equipped with a touchscreen check-in computer that utilizes biometric fingerprint identification to authenticate the person checking in. This is an important security measure for our school, and as such, use of the finger ID system is mandatory.



Parent Communication



In addition to fulfilling our mandated regulatory requirement to maintain accurate attendance records, the attendance information may also be used in the event of evacuations and fire drills. In the event of a technical problem, paper sign in/out sheets will be used in place of the check-in computer. Parents who consistently fail to check their children in and out may be disenrolled from the program.

Note that the fingerprint reader is a biometric ID system and does not take a picture of individual fingerprints. Instead, the system electronically scans hundreds of data points on the finger and processes them as a data string. The result is a series of random numbers used to identify you for check in/out purposes only. There is no information contained in the data produced by the fingerprint reader that could be used in any other context.

Parent Support Committees

We believe, as part of our promise to provide the kind of experience you want for your child, that you should be involved every step of the way. Our schools may have a Parent Support Committee. This committee is comprised of a parent representative from each age group. These parents work closely with the management and teachers to provide feedback on services that meet family needs. They also serve as a sounding board for new ideas and services. If you are interested as to whether your school has such a committee, please see your school's Director.

Ancillary Programs

Our schools may offer optional programs to enrich the development of your child. These programs may also require an additional fee. Some of these programs may include music and sport education. We welcome ideas from parents for any services or programs that fit the needs of the children.

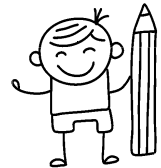


Confidentiality

Any information shared with Tender Care Learning Centers concerning your child or your family is held in strict confidence. No information regarding families will be shared outside the organization and will be shared within the school only with the employees directly involved in the child's care when the parents and management deem it to be necessary. No information about a particular child shall be shared with another child's parent.

Children's Records

You may have access to your child's records upon request. Information in these files will not be released to any individual. Our State Licensing Agency is the only outside resource that may have access to your child's file. These files are kept in a locked cabinet within the school's office. If your child transfers to another Tender Care Learning Center, we will transfer your child's records, at your request.



If applicable, Tender Care Learning Centers may request a copy of your child's IEP or IFSP, any written plans, and/or special needs assessments completed by professionals to support our teacher's interactions in the classroom.

Babysitting Policy

Tender Care Learning Centers discourage its employees from accepting babysitting jobs from parents at our schools. Our teachers are child care professionals and deserve to be treated as such. Our teachers are much more than babysitters during the day and should not be viewed as such by parents. In addition, after spending a busy day with children at the school, all employees need free time away from the children and vice-versa.

We must ensure that all children and parents at the schools are treated equally. Teachers who babysit the same children on a frequent basis could naturally display favoritism toward those children or parents, however unintentional. Such favoritism is unfair to the rest of the children and parents and would be considered unprofessional behavior.



Parent Communication



In the event that employees agree to babysit for Tender Care Learning Center families, the following conditions must be met:

1. In no way will any babysitting arrangement be permitted to interfere with the daily operation of the school. Employees are not permitted to accept or make arrangements for babysitting while in our schools.
2. Babysitting will not be allowed to interfere with the employee's ability to perform his or her duties at the school.
3. Under no circumstances will employees be permitted to take children home from the school unless the employee is designated in writing as a person authorized to pick up the child/children on all pertinent state licensing documents.
4. Employees will not solicit families from Tender Care Learning Centers, for in-home child care, nannyng, or for any other reason.
5. Tender Care Learning Centers will not be held responsible for any action or circumstances resulting from any interaction between its employees and families that occur away from the school.
6. Any exception to this policy must be approved in writing by the Senior Vice President of Operations.
7. Tender Care Learning Centers reserve the right to advise any employee that any such babysitting arrangement be terminated where Tender Care Learning Centers determine that the babysitting is not in the best interests of, or is having a negative impact on the school, its employees, or families.



Parent Communication



Correspondence Policy

To respect the privacy and confidentiality of your family and all of our other families enrolled at Tender Care Learning Centers, we have adopted the following policy.

All correspondence created by our parents or vendors that need to be placed in enrolled children's lockers or folders must be approved and placed in the folders by a manager of Tender Care Learning Centers only. This includes but is not limited to party invitations and letters. No sealed envelopes will be permitted without the Director's prior approval.

Megan's Law/Criminal Act Policy

Tender Care Learning Centers are committed to protecting the health, safety and welfare of the children that have been entrusted to our care. Therefore, it is the policy of Tender Care Learning Centers that no person who has been convicted of or pled guilty to any criminal act committed against a child, or any person who is required to register as an offender under Megan's Law, shall be permitted on the grounds or in the buildings of any Tender Care Learning Center at any time or for any reason.

Kaymbu



Tender Care Learning Centers implement an electronic tablet based communication system to further our relationships between home and school. This unique communication allows you to receive daily information about your child and their day at school. You will also receive regular photos and videos highlighting your child's experiences. Parents must fill out a permission form to begin this communication system.

School Newsletter

Every month, you will receive the school's newsletter by way of email. It will contain important information and reminders, a monthly menu, and educational articles.



Field Trip and Transportation Policy

We believe that the safest place for children is in our schools. While field trips can be fun for children, they are risky and potentially very dangerous. For this reason, we do not take the children on field trips away from the school. The safety of children is our number one priority, and we cannot allow them to participate in activities that have a potential high-risk factor.

Family Field Trips

In place of school field trips, “family field trips” may be organized and held as often as feasible. Family field trips take place away from the school, and parents are responsible for transporting and watching their children during the family field trip event.

Family field trips are a great way for you to get to know other families in Tender Care Learning Centers. These trips may include such things as baseball games and trips to the local zoos or museums. These events are generally at a reduced cost to all families and are very enjoyable for the children. Each school may schedule their own family field trip such as a picnic, or an educational evening event at their school. We encourage you to get to know families and employees of Tender Care Learning Centers at these events.

In-School Field Trips

In-school field trips are an exciting way to enhance our curriculum by allowing our children to enjoy special visitors at our school. We believe that in-school field trips are the safest way to give your child a variety of experiences from the community.

Social Media

Our company recognizes that many employees and families use social media such as Facebook, Twitter, LinkedIn, and YouTube, to name a few. Our policy does not allow posts of comments and/or pictures that involve an employee, child or family (to protect confidentiality) without a signed Photo Release Form for your child. Please do not share photos of children from our schools other than your own on your personal pages or on our company page. Mutual respect in Social Media is expected.



Items brought from home/Donation of items to the School

We truly appreciate donations of toys, electronics, furniture, etc. All donated items must be approved by the Director before it is placed in any room. Items with beads or pieces that can fall off are prohibited unless they are age appropriate and declared as such from the Director. Stuffed animals or other items that cannot be washed in a washing machine cannot be accepted.





Health and Safety

Medication Policies and Procedures

We understand that there are situations where children must receive medication or medical treatment while attending one of our schools. We are willing to dispense medication or give medical treatments to children only in accordance with the following guidelines.

- Parents must complete and sign our Authorization for Medications or Medical Treatments (AMMT) form, and any forms required by state licensing agencies, each time that a medication or treatment is to be given. If a faxed copy of the AMMT form is submitted, the signed original must be received within 24 hours. This form can be obtained from your school Director.
- We cannot administer any medication or treatment at any time unless we have a completed and signed copy of the AMMT form. This includes oral medication, asthma treatments, EpiPen injections, Tylenol, diaper ointment, sunscreen, or anything that would be considered a medication or medical treatment of any kind.
- For non-prescription medication or treatment, the parents must fully complete and sign the second page of the AMMT form. For prescription medication or treatment, the child's physician must fully complete and sign the second page of the AMMT form. For all medications or treatments, specific instructions including dosage and times to administer must be indicated on the form.
- For ongoing medications or treatments such as EpiPens or asthma treatments, the AMMT form must be updated and signed every year. In addition, an Asthma Action Plan form must be completed by the authorized prescriber and the parent and kept on file at the school.
- Diazepam and 911: Parents must complete the Seizure Action Plan and the Authorization/Request to administer Diazepam for a child that may have seizures while in our care. If a child has a seizure, Tender Care will call 911 immediately and administer Diazepam as per the directions for the medication.



Health and Safety



- Parents may not complete the AMMT form to be kept on file in case Tylenol or other medication may be needed. The form must be completed at the time it is needed and must be specific about when and how the medication is to be administered. No employee is authorized to make medical decisions about when a particular medication may be needed.
- Parents must notify the school in writing if a medication or treatment is discontinued. A new AMMT form must be submitted for any changes.
- If a child can receive medication or treatment at home before or after they attend our school, we ask parents to administer the medication or treatment at that time. We will only dispense medication or treatments that must be given during the hours that the child is in attendance.
- Each school has a designated person, and a designated backup person, who will administer all prescription and non-prescription medication and medical treatments, other than diaper ointment, bug spray and sunscreen, in accordance with our procedures and applicable state licensing regulations.
- Each dose administered is recorded on a central medication log by the person who administered it. The record indicates the name of the child, medication, dose, time and the name of the person who administered the medication.
- All parents must fully comply with this policy. Failure to comply with this policy could result in disenrollment from the school.



Illness Policy

Only children who are in good health may attend our schools. When a child develops signs of an illness during their day at Tender Care Learning Centers, parents will be called and will need to pick up their child within one hour of the call. If we are unable to contact you, we will contact one of your designated emergency contact persons. For this reason, please be sure that we have accurate phone numbers for you, your emergency contact person and your child's pediatrician. In the meantime, we will do everything that we can to ensure that your child is in a quiet, supervised location away from the other children. According to our state regulations, "weather permitting, children shall be taken outdoors daily." Please do not ask us to keep a child inside because of a cold or other illness, except as ordered by a physician. Generally, a child who is too sick to go outside is usually too sick to be in a social situation with other children.

Parents are asked to understand that any new social setting offers exposure to illness and germs. Our teachers take precautions to prevent the spread of illness by frequent hand washing and disinfecting of toys and equipment. Most children will build a stronger immune system within the first six to twelve months of enrollment. To help to keep the spread of illness to a minimum, Tender Care Learning Centers have adapted the following health guidelines:

For the following symptoms, the parent will be notified but not required to take their child home immediately, unless he/she can not participate in normal school activities or the symptoms get worse:

- An oral temperature of 99.0 – 99.9 degrees with no other symptoms.
- Mild runny nose - Teachers will provide tissues and remind children to wash their hands.
- Mild coughs without other symptoms.



Health and Safety



For the following symptoms the parent will be notified and required to pick up their child within one hour of the phone call:

- Fever of 100 degrees or higher.
- Diarrhea – 2 or more instances in the same day.
- Vomiting.
- Heavy cough or runny nose.
- Fine blisters on the face, scalp, or body indicating the possibility of chicken pox.
- Swollen glands at the back of the neck indicating the possibility of German Measles.
- A blotchy rash on the stomach and back, or a fine red rash all over the body, indicating the possibility of Measles or Scarlet Fever.
- Influenza.
- Covid 19.
- Coxsackie Virus.
- Body or head lice (No nit policy).
- Pronounced or persistent coughing.
- A sore throat – indicated by refusing food or drink, suggesting possible streptococcal infection.
- Conjunctivitis (Pink Eye) – indicated by discharge from the eyes, crusted or swollen eyelids.
- Listless, lethargic behavior, lack of appetite, refusal to eat or drink, extreme irritability, or clearly unusual behavior for the child which persists over time, indicating the likelihood of oncoming illness.
- A combination of the symptoms listed.
- A contagious condition of any kind.
- Any other clearly serious condition.



When contagious illnesses are identified among children who attend Tender Care Learning Centers, a notice will be given to each family in our school indicating the type of illness, symptoms to look for, and other information that may be of interest to the parents, such as the incubation period for a certain illness. We do this as much in advance as we can so that you know what symptoms to watch for. Names of ill children are not made public, only the type of illness and any pertinent information that needs to be shared with the parents. We may decline to allow a child to be dropped off who is obviously ill.

We are sure that you will agree that when a sick child is kept at home, all of the children and their families benefit. Our schools are not licensed to, nor are they intended to, care for sick children. Please refrain from bringing your child back to school until they no longer have any symptoms for at least 24 hours. In some instances, Tender Care Learning Centers may require a note from the physician stating that your child is no longer contagious.

Bottles, Breast Milk and Formula Policy

- Daily, all parents must directly hand their **LABELED** bottles to the infant teacher, Assistant Director or the Director – NO EXCEPTIONS!
- All parents of infants who provide bottles containing breast milk, are responsible for putting the rainbow bands on bottles (bands are provided) each day. Parents are also responsible for labeling their child's bottles with their name written clearly in permanent marker.
- Leftover formula and breast milk will be discarded after feeding because bacteria from the baby's mouth contaminate the milk.
- We will not mix formula. All bottles must be premade.
- Cereal will only be allowed in bottles if we have a written note from your child's physician stating that there is a medical reason. It must be on Tender Care's form.
- All bottles must be taken home at the end of the day and fresh bottles brought in each day.



Sudden Infant Death Syndrome (SIDS) Policy

Tender Care Learning Centers recognizes the potential threat of SIDS for infants up to one year of age. We abide by the following recognized standards established by the First Candle:

- Place infants down for sleep on their backs until they are one year of age.
- Use a firm mattress in the cribs.
- Refrain from using pillows, bumper pads, blankets, afghans, stuffed animals, or quilts to cover sleeping infants.
- Refrain from allowing infants to sleep in swings, bouncy seats, carriers, etc. (if a child arrives at our school asleep in their carrier, the child will be removed from the carrier and placed in their crib to sleep).

A signed request / release of liability from the parents, as well as a written physician's order, will be necessary in order to vary a child's sleeping position from the guidelines listed above. The physician's order must be attached to the release form and must contain the following information:

1. Diagnosis identifying the related health problem and the reason for not following our policy.
2. Alternative sleeping position.
3. Other instructions for the child's health problem.

Insect Repellents

Insect Repellent used in our schools must contain DEET and can only be used on children older than two months. It can be applied one time per day and only with written parental permission. Applications of insect repellent will be documented in the medication log and a medication form must be completed.



Sunscreen Policy

Sunscreen/sunblock must provide UVB and UVA protection with an SPF of 15 or higher. Sunscreen will be provided by a parent/guardian with a signed permission form (labeled with the child's full name). Sunscreen must not be expired.

Sunscreen may not be used on infants under 6 months of age unless accompanied by a doctor's note. School-age children may apply sunscreen to themselves with adult supervision for proper application.

Sunscreen should be applied only to exposed areas of skin 20 to 30 minutes before going outdoors to allow absorption into the skin. Sunscreen should be re-applied every two hours while being outside and more often if the child is involved in water play.

Nuts and Peanut Butter Policy

Nut allergies are a common allergy among children. Children with a peanut allergy must avoid peanuts in all forms. Tender Care Learning Centers are peanut, nut and peanut butter/nut butter free. The symptoms of a peanut allergy can include hives, plunging blood pressure and swelling of the face and throat, which can block breathing.

Young children have a 25 to 40 percent higher chance of also being allergic to tree nuts (almonds, walnuts, cashews, etc.). For this reason, our schools cannot allow nuts in snacks, lunches or used in art projects. Although we are peanut, nut and peanut butter/nut butter free, this does not necessarily include all products that may contain peanut oils etc. However, we will make every effort to keep these out of our schools. Tender Care Learning Centers cannot be responsible for checking labels on food.

Health Assessments

In accordance with our state licensing agent, Tender Care Learning Centers are required to comply with health records for all children enrolled in our schools. All enrolled children must have an age appropriate health assessment.



Health and Safety



Immunization Records Schedule

In addition to the health assessment each child must have current immunization records. No child will be admitted to our schools without proper immunization records. *(Unless we have a written note from your child's physician stating that there is a medical reason. It must be on Tender Care's form).* Your school Director will give you a health assessment form in your initial registration packet. Only Medical Exemptions are accepted - NOT Religious Exemptions.

Incident Reporting

All of our teachers are certified in First Aid and CPR training for infants and young children. In the event that your child gets injured during their time at Tender Care Learning Centers, our teachers will assess the situation and apply first aid as needed. Minor cuts and scrapes will be treated with soap and water, and bumps will be treated by applying ice to the injured area. Any incident or injuries will be documented on an "Injury and Illness" form and given to the parent within 24 hours of the incident.

Medical Emergencies

In the event of an incident that requires outside medical treatment, Tender Care Learning Centers will either call an ambulance (911) or immediately contact the parent to pick up the child to take them to the Emergency Room, depending on the seriousness of the situation. In the event that the parent cannot be reached, the alternate contact person or family physician will be contacted. For this reason, it is important that you always update your phone numbers with the Director. If an ambulance is needed, an employee will go with the child to the emergency room until the parent is able to meet us at the hospital. All costs incurred from the treatment of injury or illness are the parent's sole responsibility.

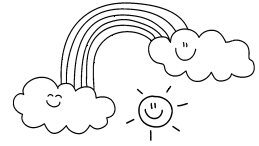
Child Protection Mandated Reporting

The health and well-being of every child in our care is of the utmost concern and the protection of children is our responsibility. As teachers and educators, Tender Care Learning Centers are required and mandated to report any suspicious acts of suspected abuse or neglect of a child in our schools. All reports of abuse are reported to the appropriate state agency and to our local state licensing agency.



Inclement Weather

Tender Care Learning Centers understands the importance of getting you to work on time. We make every attempt to remain open even during inclement weather, unless prohibited by a local state of emergency or the weather conditions prohibit safe travel for our families and teachers. In the unlikely event of a school closing or delay, families will be informed via Kaymbu, email or text.

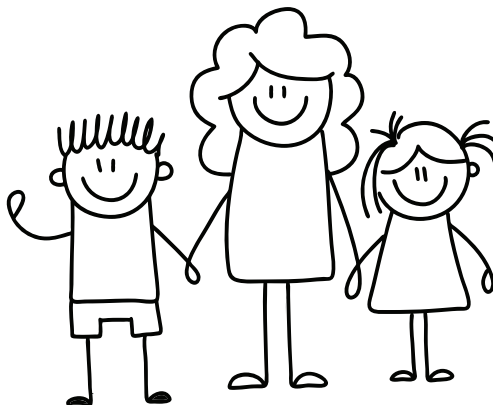


Substance Free School Policy

Tender Care Learning Centers are committed to fostering and maintaining a healthy and safe environment for everyone. Facility persons, family members, and guests are prohibited from smoking or vaping of any kind in the school and on its grounds.

The only designated smoking area is outdoors away from and out of sight of all children and visitors. You may smoke in your personal vehicles, but the smoke and tobacco products must be completely contained within the vehicle. It is not acceptable that children, parents, visitors or facility persons be subjected to walking through smoke to reach the school.

At no time shall anyone ever use, vape, smoke, consume, sell, manufacture, or be under the influence of any alcohol, cannabis, illegal drugs, or other potentially toxic substance on school property.





Enrollment and Attendance

How Do I Get Started?

The registration process consists of a packet of enrollment forms that your school Director will explain to you during your personal visit. All of the forms must be completed and returned to the school BEFORE your child can start at Tender Care Learning Centers. If any of your personal information, phone numbers or emergency contacts person changes, please let us know immediately so that we can update your forms. Once the forms are complete you will be asked to participate in an intake meeting and gradual enrollment (both of which are explained on the next few pages).

Enrollment Qualifications

Tender Care Learning Centers believe that the enrollments, the provision of services, and referrals of residents shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age, gender, or sexual orientation.

Tender Care Learning Centers accept children from ages 6 weeks to 12 years of age. Children with special needs will be considered on an individual basis. Tender Care Learning Centers will accept children as long as we are assured that we can fully meet the child's needs and the needs of other children in the group with reasonable accommodations and without undue hardship.

In all cases, the child must be able to participate and substantially benefit from our program without risk to themselves or to other children. If Tender Care Learning Centers have no immediate vacancies, a waiting list is maintained for future enrollment vacancies. Vacancies are filled on a first come, first serve basis with consideration given for age group compositions.

Intake Meeting

It is important that you take the time to meet with the Director, so that she can review and explain each form with you. This intake session will help you confirm that Tender Care Learning Centers' program is the best place for your child. It also gives us an opportunity to gather the information we feel is necessary to truly provide a developmentally appropriate program for your child.



Enrollment and Attendance



No one knows more about your child than you, the parent. In order for our teachers to provide the best care, we make every effort to obtain important information from you about caring for your child. The intake meeting is the best way to gather this important information.

During the intake session, our teachers will ask you general information and questions. All of the information will be kept confidential and is for the teacher's use to better serve your child's needs. This is also a time for the parents to ask the teacher questions that you might have about our program.

At Tender Care Learning Centers, we are committed to providing your child with the best care and education possible. Your input is an important part of this process.

Gradual Enrollment

When enrolling your child at Tender Care Learning Centers, we encourage you to take advantage of our gradual enrollment process. Gradual enrollment allows you time to stay in the school and interact with your child and their teacher. As your child settles in, you can come and go several times, each time lengthening the duration of your time out of the room. This process reminds your child that when you leave, you will return. It will also help your child become comfortable with Tender Care Learning Centers and help them develop a bond with their primary teacher.

Ideally, gradual enrollment would take place for approximately one week, with the parent and child staying 1-2 hours the first day, and the child working up to a full day by the end of the week. We realize that some parents will not be able to arrange this much time for a transition, but even one or two days will help your child settle into their new environment. To set up an appointment for you and your child to take advantage of our gradual enrollment process, just contact your school Director. This process is one that few other child care facilities provide, and from our experience, it shows that it can make a world of difference in your child's adjustment to our school.



Enrollment and Attendance



Tuition Payments and Procedures

Registration Fee

Upon enrolling your child at Tender Care Learning Centers, a non-refundable registration fee must accompany your child's enrollment forms. If you withdraw from the school for more than two weeks and you wish to re-enroll you must repay the registration fee before your child returns.

Tuition Payments

Tuition is due no later than closing time on your child's first day of attendance of each week. If your tuition payment is not received by the end of business on Wednesday, your account will automatically be charged a substantial late fee.

For your convenience, we offer Tuition Express, an automatic payment service that provides easy and secure payment processing. Tuition Express allows you to automatically make your payments on a recurring basis by automatically debiting your bank checking or savings account, or by charging your VISA, MasterCard or Discover Card credit cards. Debit cards bearing the VISA or MasterCard logos are also accepted. Tender Care Learning Centers does not accept cash payments.

Your tuition must be paid in full without deductions for absences, holiday closings and in-service days, and any unforeseen school closing (such as, but not limited to, power outages or inclement weather). Children who miss a scheduled day due to illness or vacation may attend on an unscheduled day as long as it is in that same week, with prior approval from the school Director. When possible, we will accommodate children on unscheduled days, as long as the child's group will be in ratio and additional teachers are not required due to the extra child. Our staffing and other operational expenses are based on expected enrollment levels and must be met on a continuing basis.



Enrollment and Attendance



Late Payment Fees

A late fee will be assessed to your account if your tuition check is not received by the end of business on Wednesday. It is important to remember that we cannot extend credit to any family enrolled at Tender Care Learning Centers. For this reason, if your account is past due by two weeks, we will be forced to discontinue your child's care until your account is paid in full and based on availability. If this occurs, you will be required to repay all of the registration and activity fees in order to re-enroll your child at any of our Tender Care Learning Center locations.

Absences

Please notify your Director in advance of absences or illnesses as soon as you know that your child will not be attending the school. Tuition is due regardless of attendance. Payments should be made prior to absences. If your child is absent due to a contagious illness, please alert the school Director so that other parents can be alerted as to what symptoms to look for in their child.

Extra Hours of Care

Children enrolled in our programs part-time may attend additional hours, space permitting. Additional charges will be assessed for these extra hours. Please notify your school's Director to schedule these days in advance. It is important to request these days as early as possible so that we can ensure proper student-teacher ratios.

Our school-age program also offers you the convenience of using our program when the public schools are off for holiday breaks, spring break and summer breaks for a small additional fee. Your Director would be happy to give you the rate schedule for our exciting day camp activities designed for our school-age children.

Late Pick Up Fees

Our operating hours are posted at each school. Our schools will open promptly so that you can get to work, and we will close promptly at our scheduled closing time. Please make arrangements to pick your child up and exit the building before closing time. If you are going to be later than your scheduled time due to unforeseen difficulties, please notify the school as soon as you realize you cannot make it by closing



Enrollment and Attendance



time. It may be necessary for us to rearrange teachers' schedules to accommodate the additional supervision requirements and to meet our ratios.

It is recommended that you develop a backup system for pickup. Other parents, a relative, neighbor, etc. are recommended as alternative pickup persons. If you plan to use backups, please be sure to list them as authorized persons to pick up your child. We will require photo identification from any unknown party. Please notify us by telephone, so that we will be aware of any change in your normal pickup plans.

We are tolerant of occasional, unforeseen tardiness, but we cannot be tolerant when parents are repeatedly late. Excessive tardiness will result in substantial late pickup fees and/ or termination of enrollment.

Returned Checks

If a check or Tuition Express debit payment is returned unpaid for any reason, a fee will be charged to your account, and the check or payment must be replaced within the same week that you are notified. If the check is not replaced within the allotted time, your account will be charged a late fee. If a family has two or more returned payments, Tender Care Learning Centers reserve the right to require another form of payment.





Enrollment and Attendance



Scheduled Holiday Closings

The following days are paid teacher holidays, and no refunds or credits will be given on these days. The holidays are as follows:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve Day
- Christmas Day

This list is subject to change without notice.

Should traditional holidays occur during a weekend or be rescheduled for a long weekend, we will observe the holiday in accordance with the National Holiday Bill. Holidays and in-service training days are considered when setting tuition rates. Therefore, there is no reduction in fees when these days occur. This enables us to provide holiday benefits and in-service trainings for our employees.

Activity Fees

An activity fee will be charged for all children enrolled in our schools ages 13 months and older. This fee helps to enhance our learning programs by enabling us to bring in presenters and in-school field trips for your child to enjoy throughout the year.

In-Service Trainings

Tender Care Learning Centers strive to hire and retain the best possible teachers. We are dedicated to continuing education for our teachers by providing them with all-day trainings twice each year. This valuable training and education will undoubtedly benefit your children. All of our schools are closed to students on these in-service training days. Please see your Enrollment Agreement for the specific dates of these closings. No refunds or credits are given for these days, and you will need to find alternate care.



Enrollment and Attendance



Vacation/Sick Absences

Tender Care Learning Centers provide your family with a high-quality program that gives you the peace of mind each day when leaving your child at our schools. Our schools are nonprofit and have many everyday fixed costs relating to enrollment and operating expenses. You can elect to participate in a discount for weeks that your child misses due to vacation or illness. See your Enrollment Agreement or School Director for details. Parents must notify the Director in advance of absence or on the first day of absence if it is due to illness or injury. All payments must be made prior to absences.

Termination of Enrollment

If you find that you no longer need our child care services, we ask that you provide us with a two-week written notice. The parent is responsible for making sure that their account is up to date and that they do not have any remaining balance before the child's last day of care at our schools.

We reserve the right to terminate enrollments where we feel it is in the best interests of our program. Tender Care Learning Centers will make every effort to exhaust all avenues of difficult behaviors with the families enrolled in our programs. Reasons for termination include, but are not limited to, the following:

- Consistently picking a child up after closing
- Failure to make timely payments of fees
- Excessively disruptive behavior by the child or parent
- Failure to follow the school's policies
- Severe behavioral problems which cannot be controlled in a group setting



Enrollment and Attendance



Referral Program

Tender Care Learning Centers value you as an important part of our program, and we know that when you are happy with our program, you will tell others about us. We want to say thank you for referring a family to any of our schools by offering you a referral credit of \$100.00 for each family that enrolls. The referring family can enroll at any of our locations and must tell the school Director that you referred them in order for you to receive the referral credit. The following referral program is our way of saying thank you:

- Referring family gets a \$100 tuition credit recorded as a one-time tuition discount after a family remains enrolled in our program for 3 months.
- Families referring a teacher get a \$100 credit recorded as a one-time tuition discount after the teacher continues to be employed for 3 months.
- If a referring family is no longer attending the school after three months or the referring teacher is no longer employed after three months, they forfeit the tuition discount.
- Tender Care Learning Centers reserve the right to modify or discontinue this offer at any time.

Support Staff Policy

We welcome the opportunity to work with all children. In the event a child has special needs that require an outside support person to work with the child while in our program, then the following procedures will apply:

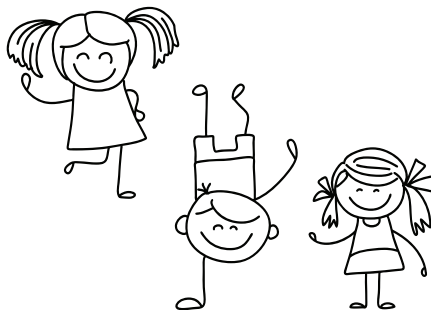
- The outside support person must provide copies of their criminal history and child abuse clearances before entering the school, and whenever an update is requested.
- The outside support person is never to be left alone with the child, and the child remains in his/her primary caregiver's ratio and responsibility.



Enrollment and Attendance

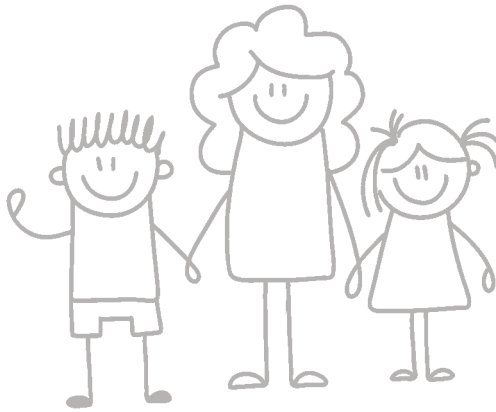


- To help a child succeed in our program, if there is an IEP or other conference between outside support and parents, one of our teachers should be invited to attend and we need to receive a copy of any written plan. The TSS, and not the staff, remains responsible for providing the support required.
- Parents are required to sign any consent/release forms required by Tender Care Learning Centers confirming their desire for their child to have that specific outside support person provide services. Tender Care Learning Centers is in no way responsible for the selection of, or the actions of the outside support person.
- If the outside support person is not scheduled to be with child for all registered hours of attendance, we will make the decision if the child can participate in our program without support services based on the individual circumstances. This decision will be made by the Senior Vice President of Operations.
- For the safety and welfare of all concerned, the outside support person must comply with the dress code and standards of conduct as listed in the Tender Care Learning Centers' Employee Handbook, and is at all times subject to the direction of school staff.
- As with all students, Tender Care Learning Centers reserve the right to withdraw a student with a support person where enrollment is found to be disruptive to the other students, or to staff.



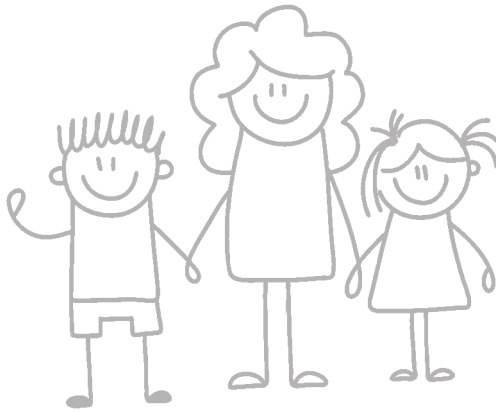


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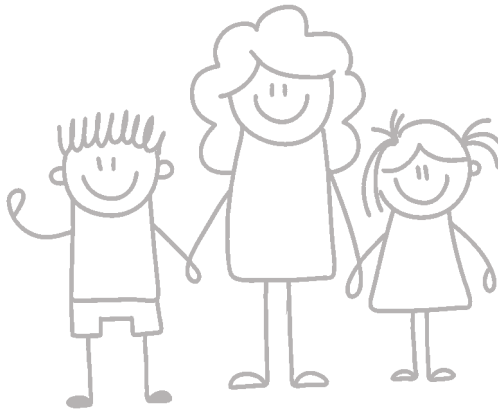


Notes





Notes





Parent Acknowledgement



Tender Care Learning Centers *The Early Education Professionals*

Parent Acknowledgement

I, _____, the parent/
guardian of _____, acknowledge that I
have received a copy of Tender Care Learning Centers' Parent
Handbook, which contains an overview of the policies and guidelines
for the school. I agree to abide by Tender Care Learning Centers'
policies and procedures. I understand that it is my responsibility to
contact the Director with any questions I have about the information
contained in this handbook, and that this form must be returned on or
before my child's first day of attendance.

Parent/
Guardian's Signature _____ Date _____

Director's
Signature _____ Date _____



Tender Care

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