

TENDER TOUCH EDUCARE LLC

PARENT HANDBOOK

PROVIDER POLICIES AND PROCEDURES IN ACCORDANCE WITH: ODJFS RULE 5101:2-13-17

***Welcome to Tender Touch Educare. This handbook contains information regarding the policies and procedures of my program. This handbook will answer many of the questions you may have. It is very important you read this handbook and keep it handy. Please know my program is licensed by the Ohio Department of Jobs and Family Services and approved to care for children 6 weeks – 12 years of age.

Contact Information:

Owner | Administrator | Lead Teacher: Kaleisha Landers

Address: 1019 Sunnyview Ave. Dayton Ohio, 45406

Email: info@tendertoucheducare.org

Website: www.tendertoucheducare.org

Telephone Number: (937) 387-8710

Facebook: Tender Touch Educare LLC

Instagram: @tendertoucheducare

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Revised: August 1, 2024

TENDER TOUCH EDUCARE LLC

Table of Contents

Section I: General Information

Page 1: Program Philosophy
Hours of Operation

Page 2- 3: Closures
Daily Schedule

Section II: Policies & Procedures

Page 4: Enrollment Process

Page 5: Fee Policies
Fees/ Rates / Payments

Page 6: Attendance Policy
Arrival & Departure Time
Absent Day Policy
Medical | ODJFS Authorizations

Page 7-8: Voluntary Termination of Childcare & Withdrawal Policy

Page 8- 11: Safety & Security

Page 12: Infant Care

Page 13-16: Parent Involvement

Page 17-21: Nutrition
Meal Plan

Page 22-26: Health & Wellness

Page 27: Additional Information

Page 28: Contact Information

Page 29: FAQ/Family Resources

Page 30: Parent Acknowledgement Form

GENERAL INFORMATION

Program Philosophy:

- Tender Touch Educare LLC's philosophy is to enrich, empower, and teach children to be their best and grow into who they were created to be. We focus on the whole child bringing out their best in creativity, social emotional skills, approaches to learning, communication skills and academic skills.
- Tender Touch Educare takes pride in being professional. Respect is expected when communicating with all staff.

Business Hours of Operation:

- Monday-Friday 7:30am-5:00pm

Overnight/Weekend by request and availability only

- 6:00pm-8:00am

Administrative Office Hours

- 3:30pm-7:30pm

Teacher Office Hours

- 1:00pm-2:00pm

*****All emergencies and non pre-planned early pick ups are to be directed to the Lead Teacher. All emergencies, concerns and complaints are to be directed to the Director Mrs. Landers (Contact information on page 15).**

Phone calls, text messages, and emails are welcomed but will be addressed the following day.

Communication topics with provider should be limited to transportation, daily childcare, arrival, or departure concerns and during office hours, unless it is an emergency.



CLOSINGS / SCHEDULE

*Closing days are subject to change with advanced notice

2024 / 2025 Fiscal Year Calendar Closures

Policies on hours of operation and/or closings due to weather, school delays or closings, and any other factors. My program remains open unless there is a weather or other emergency that results in a lack of power, heat, and/or running water. In the case of closure, families receive a phone call or text message as soon as the provider knows the program will close. My program remains open if the local school closes or is delayed. Care may be available for school age children not normally in care on those days. I am not able to exceed my license capacity, please call ahead to confirm if care is available.

NC= No children either shift | NE= No Evening, 1st shift is open

PD = Staff Professional Development / no children

2024

July	7.4-7.5 Independence Day PD NC
September	9.2 Labor Day NC
October	10.25- 10.28 PD Child Care Leadership Conference NC
November	11.28-11.29 Thanksgiving NC
December	12.24-12.26 Christmas NC 12.31. New Years EVE NC

2025

January	1.1 New Years Day NC 1.18-1.19 NE 1.20 MLK DAY NC
February	2.15-2.16 NE 2.17 President's Day PD NC
May	5.11 Mother's Day NE 5.26 Memorial Day NC
June	6.15 Father's Day NE 6.19 Juneteenth NC

**** Provider vacation week is TBD and parents will receive 4 weeks notice to plan for alternative childcare.



SCHEDULE

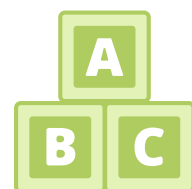
Basic Daily Child Care Schedule

7:30am- 9:00am	Arrival Open Play
9:00am- 9:40am	Breakfast Restroom Diapering Clean Up
9:45am- 10:20am	Learning Circle Routine
10:20am- 11:00am	Fine Motor
11:00am- 12:00pm	Choice Time Restroom Diapering
12:00pm- 12:20pm	Music and Movement
12:20pm- 1:15pm	Lunch Restroom Diapering Toothbrushing
1:15pm- 3:15pm	Rest Time
3:15pm- 3:45pm	Snack / Story
3:45pm- 5:00pm	Gross Motor Play and Departure

Evening Schedule:



6:00pm Includes: dinner, activities, outdoors, snack, & bedtime
(Evening routine schedule available upon request)

Cut-off time: No child will be admitted after 9:30am unless a doctor's note is presented. ***



A. POLICIES & PROCEDURES

Enrollment Process:

- For enrollment information please contact our enrollment specialist (contact info at the end of handbook)
- For questions contact us on Facebook  @Tender Touch Educare LLC or on Instagram  @tendertoucheducare
our email: info@tendertoucheducare.org | tendertoucheducare@gmail.com
our website: tendertoucheducare.org
- Apply for TitleXX (if applicable), get approval, then contact the enrollment specialist
- Schedule an onsite visit, obtain enrollment paperwork, stay in contact with the enrollment specialist to complete the enrollment process
- Parents are responsible for filling out all enrollment forms, in their entirety, and have them returned within 5 days with the registration fee prior to the child's start date to secure child's slot.
- All forms are to be updated yearly.

Enrollment Fee:

- Registration fee is **\$40 per family** due upon enrollment with forms.

Weekly Child Care Rates

We accept Publicly Funded Child Care (PFCC/Title20) & Private Pay

Child Care Weekly Rates:

INFANT: \$220- \$368.75

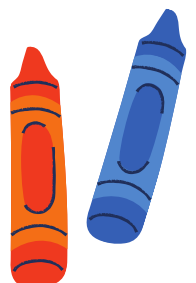
TODDLER: \$209- \$331.25

PRESCHOOL: \$192.50- \$290

SCHOOL AGE: \$170.50- \$187.50

SCHOOL AGE SUMMER: \$179.58- \$260.99

*****Rates vary by age range , ODJFS county base pay, child care license and Step Up to Quality rating type. Details given upon request. Part-time and evenings upon availability.**



B. POLICIES & PROCEDURES

Fee Policies

Tuition /Copay Payments

- **Tuition payments and county co-payments are due Mondays by 6:00pm**
- 6:01pm on **Monday** a **\$20.00 late fee** charge will be due along with the late co-pay or tuition payment sent via invoice
- **\$5.00 per additional day** late (**Tues., Wed., Thurs.**) added to (new) weekly invoice (sent on **Thursdays**)
- If not paid by **Friday** a notice on will be sent
- **Monday**- child CANNOT attend child care until balance is paid in full

Overtime/Late pick-up

We understand things happen and time gets away from us. We would appreciate a courtesy call to inform us, however please note, fees will incur after the second time of being late. Please be mindful that staff also have other obligations and families to tend to as well.

- **Late fee of \$20 will be charged when 5 mins late after closing time and \$1 per min per child there after. Late fee will be sent by invoice.**
- **Overtime is by request only at a rate of \$15.00 per hour with an additional \$5.00 per hour for each additional child.**

*****Child's drop off and pick up schedule is according to the parent's unique school and/or work schedule, NOT the center's operating hours.**





C. POLICIES & PROCEDURES

Attendance Policy

Arrival and Departure Time:

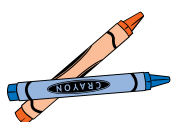
- Children should be dropped off no earlier than 40 mins prior to parent's scheduled school or work day (Example: If your work or school day begins at 9:30AM, the earliest drop off time would be 8:50AM)
- Child drop off time is no later than 9:30AM. (Exceptions are: appointments with documentation and/or emergencies beyond control. **No other exceptions**)
- Pick up time is 5:00pm. You have a 5 min grace period after closing time to pickup before it's considered late. **5:06pm** is considered late in which late fees will incur.

Absent Day Policy:

- Call, text, or email provider to report absences
- If an emergency, email the provider as soon as possible
- If there are any changes in your work or school schedule, notify the provider to discuss accommodations or adjustments to be made.
- Chronic absence or late pickups will be subject to termination of childcare services from Tender Touch Educare LLC.

PFCC Families Only: 20 absent days per 6 months. To be approved by ODJFS Childcare Unit. **Absent days restart: January 1st & July 1st yearly**

- **Private Pay Families:** tuition is based on enrollment of full time slot. Fees are expected to be paid in full even while absent, illness [based on return}, program closure, due to vacation, holidays, or professional development.
- **Family Vacation Time:** Private pay families are responsible for the full tuition rate to be paid per week of vacation to secure child's enrollment. PFCC families are not required to pay their copay but are required to use absent days for their personal vacation time.
- **Provider Vacation Time:** Each year I will take a one week vacation, I will provide you with four weeks notice of my vacation. Parents are expected to make alternative arrangements for the care of your child during that time. When I am unexpectedly sick and cannot provide care, parents will be contacted immediately via text or phone call to inform them that alternative arrangements for the care of your child will need to be made. While I make every attempt not to close unexpectedly, **it is important that families plan and have a backup care plan in place if the program closes unexpectedly.**
- A substitute child care staff member may be used, upon availability, in the place of provider absence.





D. POLICIES & PROCEDURES

Voluntary Termination of Childcare | Withdrawal

- If parents decide to terminate the child care contract between the provider and the family, a 2 week notice is required regardless of child's attendance
- All copay / tuition fees must be paid up to date, regardless of child's attendance
- If [PFCC families] are wanting a provider change, all copays are expected to be paid prior to signing the change of report form.
- Refusal of non payment or not following withdrawal process will be handled according to the licensing rules and laws.

Involuntary Termination of Childcare | Withdrawal

We reserve the right to terminate immediately or at any time for, but not limited to:

1. Failure to pay fees on time
2. Failure to pay additional fees
3. Failure to comply with policies
4. Failure to attend regular hours as scheduled per signed contract
5. Excessive absenteeism
6. Lack of parental cooperation, communication, or respect for my business or my family.

We will work with you and your child as much as possible but ultimately, we cannot put our business, the other children in our care, or our family in a compromising situation.

We carry an open-door policy: please contact me if you have any problems with my program. I work with parents and attempt to resolve any problems or concerns you may have. The Ohio Department of Job and Family Services can also be contacted to report suspected violations of licensing laws or administrative rules. A toll-free telephone number is listed on my program's license, which is posted at the entrance of the child care center. The licensing rules governing child care are available for review on the ODJFS website.





D. POLICIES & PROCEDURES

Involuntary Termination of Childcare | Withdrawal: cont'd'

- At TTE we do our best to meet your child's needs, however there are challenges that may arise that we are not equipped for:
 - The safety of **ALL** children is one of our highest priorities. We do not tolerate negative behaviors including but not limited to:
 - Bullying
 - Physical aggression
 - Biting
 - Inappropriate language
 - Disrespect to staff or other parents
 - Destruction of TTE property
 - Posing a threat to themselves or others
 - Stealing
 - Refusing to obey rules
 - Inappropriate touching

All parents have the right to have their child(ren) in a positive & safe environment that allows them the ability to grow socially and academically free from stress or bodily harm. If for any reason your child displays any behavior concerns, these steps will be taken:

1. **Informing** parent of behavior (meeting scheduled to address child behaviors; corrective action plan put in place by parent and provider)
 - If behavior continues,
2. **A written notice** will be sent for reduction in child's hours up depending on severity of incident
3. **Suspension** from program
4. **Termination** of child care

I am required to report expulsion for behavioral reasons to ODJFS

- **Parent behaviors not tolerated: intimidation, threats, arguing, disrespect, outside situations involving parent affecting business, custody disputes that disrupt operation and safety of the children, any court cases that pose safety concerns to children and staff at TTE, not following company policies and procedures. This behavior can result in child care contract between parent and provider being terminated and the authorities involved if applicable.**



E. POLICIES & PROCEDURES

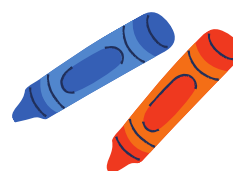
SAFETY & SECURITY

Releasing Children To Someone Other Than Parent

- Person has to be on emergency contact/pickup list per the custodial parent

OR

- If an authorized person (not on pick up list) arrives to pick up a child, provider will contact the legal guardian. The legal guardian must email provider the person's name and permission to release the child to them. The authorized person must show ID prior to child being released.
(Even if it's a family member)
- Custody agreement must be on file in order for the child to be released to non-custodial parent. Pickup arrangements will be followed per court order custody agreement. Any changes need to be updated through the courts and updated copies shall be given to the provider.
- TTE Staff will **only** follow custody agreement as stated. Due to confidentiality Custodial parent is responsible for giving written permission for releasing child file and/or any records to non-custodial parent and any person that is not the custodial parent.



F. POLICIES & PROCEDURES

SAFETY & SECURITY



Weather

- My program follows my program's written procedures if an emergency. We conduct monthly fire drills, tornado drills (March-September), and quarterly emergency/lockdown drills. In the event of a fire or tornado, we follow the written instructions posted, which describes emergency evacuation routes and the procedures to be followed to ensure the children have arrived at our designated evacuation spot. A sign will be posted in front of the program indicating that we have been evacuated and the location where you may pick up your child. Parents are contacted as soon as possible and required to pick up their child. If a parent cannot be reached, we will contact emergency contacts listed on your child's enrollment information. In the unlikely event of an environmental threat or a threat of violence, I will secure the children in the safety location, contact the proper authorities, and follow their directions. I will contact parents as soon as the situation allows. **(Disaster Plan is in place and on file at the provider's home and with local authorities in case of emergency)**

Child Guidance Policy

- All children will be treated with love and respect. We will focus on setting reasonable expectations. If "time outs" are given, no child will sit for over a one-minute per year of age maximum time frame. Children under the age of three, will be redirected verbally. Punishment that is humiliating or frightening to a child, such as hitting, spanking, shaking, verbal or physical abuse, withholding or forcing food, or punishments for lapses in toilet training and other forms of physical punishment is **PROHIBITED**. Any child exhibiting unexpected behavior will receive guidance through positive reinforcement techniques such as redirecting or temporarily removing the child from the group.



Supervision

- Our major responsibility is to ensure the health and safety of each child entrusted in our care. We are alert to the safety needs of the children, anticipate possible hazards and take necessary appropriate precautionary and preventative measures. Children will always be supervised within sight or hearing. At no time will a child be left unsupervised. School aged children are permitted to play in the outdoor space without myself or an appropriate staff member only when they are within sight or hearing of myself or an appropriate staff member. We will always be available to intervene and at no time will allow a child to participate in any high risk activities.



E. POLICIES & PROCEDURES

SAFETY & SECURITY

Outdoor Policy

- Tender Touch Educare will provide outdoor play each day of care in suitable weather conditions of toddlers, preschoolers, and school age children. Children are not taken outdoors below 50 degrees F or above 83 degrees F. Play time will be adjusted or limited during inclement weather and safety conditions including rain, lightening, ice/ wind/ chill warnings, air quality warnings, excessive humidity, high pollen counts etc. Alternative indoor gross motor play will be offered.
- Indoor play will be substituted when there is rain, snow or ice, high winds, emergency weather alerts. Indoor play will consist of large muscle group activities such as jumping rope, bowling, rolling the balls, exercising, etc.

Swimming Policy

- Children are provided with water play opportunities at my program. These include sprinklers and small wading pools with a wall that is less than 18 inches high. We also engage with spray parks. Parents are asked to sign written permission slips prior to children engaging in water play. Parents must send bathing suits and towels for their children on water play days. At no time is a child left unsupervised. All locations and addresses are provided to parents.

Transportation/ Field Trips

- Travel to field trips are taken by walking or in my personal vehicle. Before a child may participate in the field trip, a written permission form signed by the parent is required. Before we leave my program, I will complete name-to-face attendance and mark the children on a separate attendance sheet specifically for the trip. Upon arrival at our destination, I complete another name-to-face attendance to ensure that all the children have arrived safely. This process is repeated upon leaving the destination and returning to my program.
- My program is unable to accept children whose parents do not permit transportation to an emergency treatment facility or to field trips.



G. POLICIES & PROCEDURES

INFANT CARE

Infant (6wks- 17mos. 28days) Supervision and Care

Infants will be supervised closely and will not be permitted to sleep in bassinets, swings, car seats or other equipment. Infants will sleep in cribs according to the child's individual needs.

Infant feeding: occurs according to the child's individual needs. Bottles of breast milk are required to have the date it was expressed, the date the bottle was prepared and labeled with first and last name of the child on the bottles. Formula bottles must be labeled with first and last name and the date the bottle was prepared. Food intake and times for each infant are recorded on individual bottle and food intake charts or infant daily record.

Diaper procedures: including frequency of checks (all ages) Diaper checks will occur every 2 hours, and will be changed immediately if wet or soiled. Parents must provide all diapers and wipes as necessary. Diaper changes are recorded on each infant's daily record.

Infant daily activities: Infants require individual care plans. During the enrollment process we will discuss the individual needs of your infant. We will provide activities to help your child develop and grow socially and cognitively. Infants will be given supervised tummy time each day. A written record for infants is provided to parents daily that will include, sleep patterns, when, what and how much each infant eats, diaper changes including times and results of diaper changes and information about other daily activities.

Sleeping, napping and resting Individual infant nap schedules are followed throughout the day. It is required that all children under the age of 5 and in care for more than 4 hours have a rest time. Children 0 weeks – 18 months of age will sleep in a crib or playpen. Children 12 – 18 months need written permission from their Pediatrician to sleep on a cot. We will provide children over the age of 2, with a cot (cots will never block exits). Blankets are provided but A non-school age child, over the age of 18 months, can bring a small blanket (washed weekly or as needed, at home) or stuffed animal from home to have at nap time. Children that are not sleeping after ½ hour rest can sit on their cot with books, puzzles, and/or color.

No items are permitted in the crib or playpen with an infant. The infant's head shall always remain uncovered. When an infant can roll over from back to belly, they will be put down on their backs but will be allowed to adopt whatever sleep position they prefer. Infants will always be placed on their back to sleep, unless your child's pediatrician completes, hand signs, and dates a JFS 01235 sleep position waiver. The waiver is good for one year.





PARENT INVOLVEMENT

Parents can be involved in activities in the following ways:

- Volunteer as a chaperone on offsite field trips
- Purchase or donate materials toward lesson plans
- Complete annual surveys about the quality care of the center
- Engaging in School to home activities example: Projects, read books to children etc.

Parent and provider meetings:

- Call for an appointment during administrative hours to schedule a meeting with concerns

Breastfeeding Mothers:

- Breastfeeding and pumping is available in nap room, or downstairs bathroom.

Media release permission forms:

- Have to be signed with enrollment papers as photos and/or videos of children will be displayed on social media and website that are associated with TenderTouch Educare LLC: TTE instagram & Facebook, tendertoucheducare.org.

FOLLOW US ON SOCIAL MEDIA: www.tendertoucheducare.org, FB:

Tender Touch Educare LLC, IG: @tendertoucheducare for closings, updates, to see what we are learning and pictures of your children engaged in activities

PARENT INVOLVEMENT

Family Engagement; how parents should participate

- **Conferences/Parent Meetings**
 - will occur for behavior and/ or developmental concerns as well as progress. This can be in person or virtual
- **Monthly Newsletters**
 - Once a month
- **Donations**
 - Monetary and snack donations are accepted on a voluntary basis* (allergy sensitive)
- **Child Assessments/Screenings**
 - Child Assessment & Screenings occur twice a year (Fall & Spring) (ASQ- assesses the developmental performance of children in the areas of communication, gross motor skills, fine motor skills, problem solving, and personal-social skills.)
 - Parent communication regarding results will be setup to discuss assessment results
 - All results will be communicated with families and referrals will be made based on family location (if needed)
- **Field Trips**
 - Parents are welcome to accompany children (when applicable) but are required to pay their own way and provide their own transportation.
 - Our program will periodically take walks to local parks or library (within short walking distance)
- **Child Records Transfer**
 - If the custodial parent/legal guardian is in need of records for their child(ren) to be transferred to another facility, the parent must request in written form. All records will be released to the parent within 24-48 business hours from request.





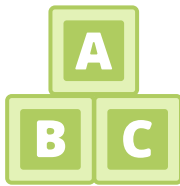
PARENT INVOLVEMENT

Transition Plan (transitioning to Center based preschool or Kindergarten)

- Staff & Parent conversation will be held to discuss transitioning
- Types of transitioning include:
 - age group milestones
 - transition to a new center or school

Routine Transportation and Field Trips

- Children, with signed consent, will be transported by company and/or employee vehicle.
- All staff are licensed and trained through ODJFS to transport and conduct safety drills. Company vehicles, employee vehicles and children are insured.



Child Guidance and Management:

Discipline practices (**discipline practices applies to all staff and parents**)

- During hours of operation employees will follow the same guidelines regarding timeouts, redirection of behavior, social stories, ABSOLUTELY NO: cursing, corporal or aggressive handling of children while on site.
- All staff are mandated reporters to child service agencies.

Parent Responsibilities:

- Providers and families have the responsibility to work together by building strong relationships and talking about the child's culture, social, emotional, and behavioral strengths and concerns, approaches to learning, and strategies that work at home and in the family child care setting.
- Read your child care provider's policies and handbook thoroughly. Ask questions about the policy if there is something you don't understand.
- Tell the provider about your child's needs, interests, and preferences for routines like sleeping and eating.
- If you find your child's behavior challenging, share with the provider and discuss possible responses.
- Talk to your child's provider every day.
- Talk to your child's provider about the best way to respond to challenging behaviors at home and at child care.
- Follow through on getting a screening or assessment if the provider suggests it.

****As a childcare provider, Tender Touch Educare is a mandated reporter facility under state law. This means we are legally required to report any suspicion of child abuse or neglect to the appropriate authorities. The safety and well-being of the children in our care is our highest priority**

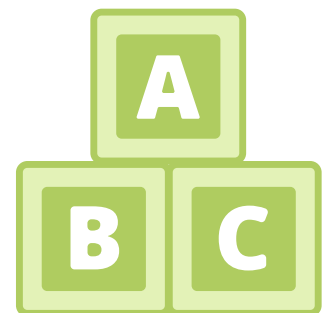
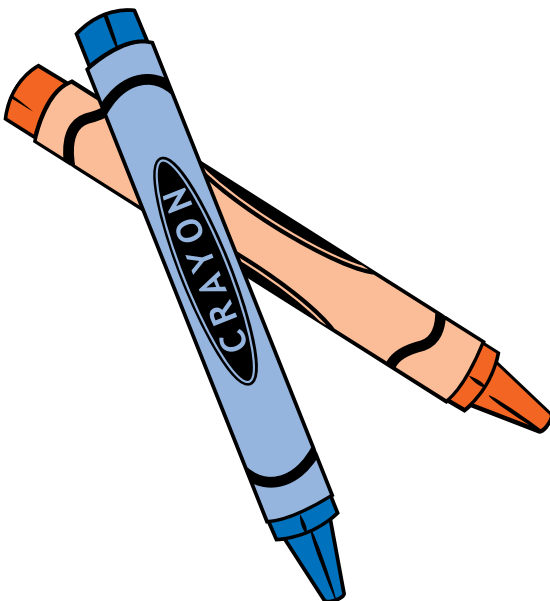
PARENT INVOLVEMENT

Parent Responsibilities (Continued):

- Attend to your child's own health and wellness. Work reasonable hours and access social services, health and wellness services as needed.

Provider Responsibilities:

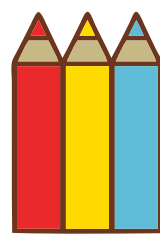
- Share guidance and discipline practices that are developmentally appropriate and promote your child's social, emotional, and behavioral health.
- Work with parent to use these practices consistently and without bias or discrimination.
- Work with the parent to use these practices as learning opportunities to guide your child's behavioral development and set appropriate consequences for challenging behavior.
- Work with the parent to set goals to support your child's social, emotional, and behavioral development.
- Provider will communicate with you about how your child is progressing
- Provider will, if needed, seek support from specialists, such as early childhood mental health consultants, behavioral coaches, counselors, or special educators to make referrals for your family



NUTRITION POLICY

Nutrition:

- We encourage family style meals and healthy options. TTE participates in the Child & Adult care food program. 4C for children administers the childcare component of this program for licensed family childcare providers and childcare centers. The 4C Child Nutrition Program (CNP) focuses on improving the diets of children under age 13 by providing the children with nutritious, well-balanced meals and helping children develop good eating habits. Please do not bring sugary drinks, snacks, or fast food to the center for meal replacement.
 - Meals and snacks are served only during the meal and snack time schedule. If your child arrives after that time, be sure they have eaten prior to arrival to the program.
 - My program provides the following meals and snacks which provides at least 1/3 of the recommended dietary allowance for each child:
 - 1st shift- 3 meals to include: breakfast, lunch, snack
 - Overnight- 2 meals to include: dinner and snack
 - Food menu is available upon request
 - Infant cereal, rice, baby food and snacks are provided by the provider
 - All meals are selected from the four basic food groups listed below:
meat or meat alternative, breads and grains, fruits and vegetables, fluid milk or nutritionally equivalent non dairy substitutes (parent request must be in writing)
 - **Food allergies**
 - Need to be listed on enrollment paperwork. Any new allergies to be updated immediately.
- **Allergies are deemed by physicians**
- **Personal preferences**
 - Food preferences are **NOT** food allergies
 - If your child has specific food preferences, parent is responsible for supplying whatever needs to be substituted on center menu example: if your child(ren) prefer goat milk over cow's milk parent needs to supply the goat milk and put the preference in writing.
 - Infant milk (breast milk/powder milk) need to be supplied and prepared by parent labeled with child name, contents, date, and time prepared. Any unused portion will be thrown out in the allotted time as stated by FDA .



NUTRITION POLICY

- **Dairy**

- Unflavored milk is served. Children 12 mos. up to 24 mos. are served whole milk and children 24mos. and older are served 1%, fat free or skim
- Bottles should be prepared by parents with breastmilk / formula labeled with child's name, date and time prepared, contents, and amount. Unused portion will be thrown out.
- Parents may supply nutritionally equivalent non-dairy substitutes in place of milk, request must be submitted in writing along with special diets per doctors orders

- **Packing Lunch**

- If allergies are extensive and the parent has a specialized diet per the child's pediatrician, parents are welcomed to provide the well balanced meal concerning that child's specialized needs. Food should arrive prepared and ready to serve. Food must meet each food group requirement and when it does not I will supplement any food group that may be missing.



NUTRITION POLICY

Provider Responsibilities

- (1) Serve varied, nutritious and appropriately timed meals and snacks.
- (2) Follow the portion sizes and nutritional requirements for meals and snacks.
- (3) Serve food that is not a choking hazard, and that is developmentally appropriate in size, amount and texture.
- (4) Provide meals and snacks according to the posted current weekly menu, and spaced no more than four hours apart.
 - (a) The menus shall be posted on the parent board.
 - (b) The menus shall include all meals and snacks being served, substitutions shall be noted at the time of the change.
- (5) Serve only one hundred per cent, undiluted fruit or vegetable juice, if used to meet the fruit or vegetable requirement for meals and snacks. Other fruit or vegetable juice is permitted as a beverage alternative.
- (6) Ensure that supplemental food is onsite at the home and that no child goes more than four hours without at least a snack or meal, except when sleeping.
- (7) Obtain a physician's written instructions if administering a medical food to any child or if an entire food group is eliminated. When special diets are required for cultural or religious reasons, the provider shall obtain written, dated, and signed instructions from the child's parent unless the special diet is part of the provider's program.



NUTRITION POLICY

Provider Responsibilities

8) Will accommodate a parent's alternate diet for a child when the provider provides the meal. The provider shall ensure that any alternate diet, except those required for religious, cultural or medical reasons as specified in paragraph (A)(7) of the rule, include items from each of the following food groups: meat or meat alternative, grain, fruit/vegetable, fluid milk.

(9) Provide for the safe storage of all food, including milk (formula and breast milk for infants). If safe storage of milk is not available on routine trips or field trips, milk may be served at snack instead of at the meal. Potentially hazardous foods such as, but not limited to, milk, milk products, eggs, meat, poultry, fish, cooked rice, baked or boiled potatoes shall be refrigerated at a temperature at or below forty degrees fahrenheit.

(10) Have provisions for safe storage of parent provided food.

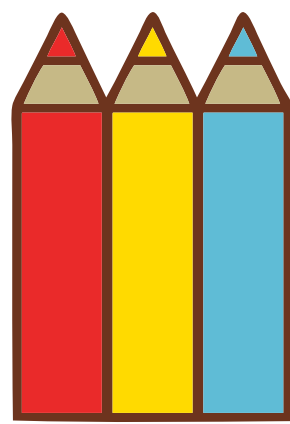
(11) Have drinking water freely available to children throughout the day and also outdoors.

(12) Ensure individual servings or individual packages of food or drink that have been served to a child be discarded or sent home with the child if not consumed during meal or snack time. Food or drink that is individually packaged and the package has not been opened may be stored at the provider's home to be served again or sent home.

(13) Not have screens (television, computer, etc.) on during meals and snacks.

(14) Food is not served on bare tables. Food for infants may be placed directly on an individual highchair tray if the tray is removed, washed and sanitized.

(15) Provide eating utensils and dishes that are suitable for the age and developmental level of the children.



NUTRITION POLICY

Supplemental Food

If you choose to provide your child's food, I will provide supplemental food to give to your child when all required food groups are not included in your child's meals for the day. No child will go more than 4 hours without at least a snack or meal unless they are sleeping.

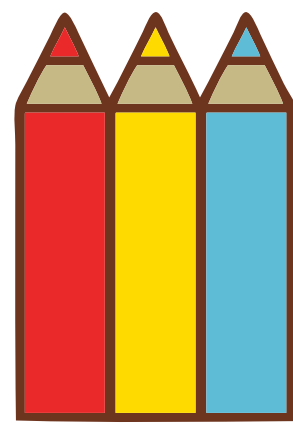
Medical Food

If your child requires the administration of medical foods, you must provide a completed **JFS 01236** "Child Medical/Physical Care Plan for Child Care."

All medical foods must be provided by the parent and must be in the original container with the child's name on it and must be handed to me immediately upon arrival. I will follow the directions on the medical food container to ensure safe storage.

Modified Diet

If your child requires a modified diet that eliminates 1 or more of the 4 food groups or changing the amount of food to be served to meet 1/3 of the recommended dietary allowance, you must secure written information from your pediatrician regarding this. A **JFS 01236** "Child Medical/Physical Care Plan for Child Care" must be completed. If your child requires a modified diet due to religious or cultural reasons, you must provide written, dated, and signed instructions. All medical foods must be provided by the parent and must be in the original container with the child's name on it and must be handed to me immediately upon arrival.



HEALTH & WELLNESS

Health Policy:

- Hygiene: tooth brushing (once per day part of daily routine), Children should be coming with clean clothes, and change of clothes while in care.
- Exclusions: Children will be excluded when experiencing any symptoms according to the CDC guidelines:
<https://www.cdc.gov/infectioncontrol>
<https://phdmc.org>
- Symptoms of common illnesses, and mildly ill child (what we do when these occur)- Fever 100 degrees or more, vomiting, diarrhea, discolored bodily fluids from nose, eyes, mouth, etc. need to be picked up

Promoting good health and safety is a goal at child care. To prevent the spread of childhood diseases and illness, **if your child is sick or does not feel well enough to participate in program activities, please keep your child at home.**

Parents are notified of all communicable diseases by a sign posted on the parent information board, if their child has been exposed to a communicable disease. Once it has been determined that a child is not feeling well or is sick, Tender Touch Educare will first isolate the child, within sight or hearing, then notify the parents of the child's conditions and symptoms and instruct the parents to pick up the child within an hour (60 minutes).



HEALTH & WELLNESS

Health Policy:

A child is considered sick when demonstrating any of the following symptoms:

- Temperature of at least 101 F (100 degrees F if taken auxillary) with a combination of any other signs or symptoms of illness.
- Diarrhea (3 or more abnormally unexpected, or unexplained loose stool within a 24-hour period)
- Severe coughing (causing the child to become red or blue in the face or to make a whooping sound)
- Difficulty breathing, shortness of breath and or wheezing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) eye discharge, matted eyelashes, burning, itching, or eye pain
- Untreated infected skin patches, unusual spots, or rashes
- Unusual dark urine or gray or white stool.
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestation
- Sore throat or difficulty swallowing
- Vomiting more then one time or when accompanied by any other sign or symptom of illness

Conditions for return of child after illness:

Prior to returning a child must be symptom free, without fever reducing medication, for at least 24 hours or present a doctor's note to the administrator stating that the child is free of any communicable disease and can return to child care.



HEALTH & WELLNESS

Tender Touch Educare **WILL** care for children who have a low grade fever or who have a non-contagious illness. Children will be kept in a separate space with a baby monitor on the same floor, periodically checking on them and giving parent updates.

OR

Tender Touch Educare **WILL NOT** care for sick children who have contagious communicable diseases. Parents must find alternative care until their child is able to return to the program.



HEALTH AND WELLNESS

Administration of Medication:

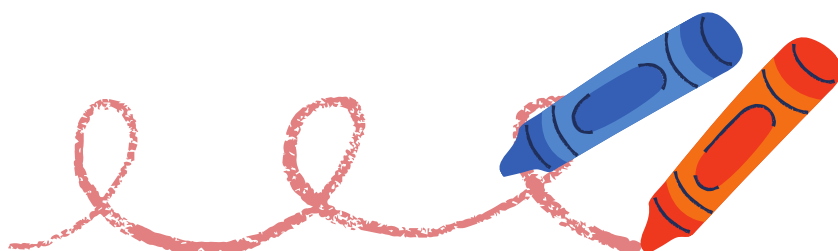
- Administration of medication (**what we do**): we are limited to administering only prescriptions that **require** mid day dosage or doctor's orders per chronic or lift time illness or disability. Employees must obtain, implement, and file with parent signature a child medical/physical care plan.
- We **DO NOT** administer prescription medication to any children, only non-prescription topical indicated in writing on the enrollment form.
- School aged children are permitted to carry emergency medication such as an EpiPen or inhaler if they have a JFS 01236 "Child Medical/Physical Care Plan for Child Care" on file. School aged children are permitted to carry and administer topical products with written parental permission.

Americans with Disabilities Act Policy:

- *Tender Touch Educare LLC ensures compliance with the Americans with Disabilities Act (ADA) including the administration of medication and other care procedures for children with disabilities.*
- Our program does not administer prescribed medications to ANY child.

Administering care procedures to children with disabilities:

- Prior to caring for a child with a disability, my staff and I who are responsible for caring for the child, are properly trained regarding any necessary procedures.



HEALTH & WELLNESS

- Precautions (staff policy for gloves etc.) Gloves will be worn for diapering/toileting, and administration of First Aid.
- Hand Washing: while on site and interacting with any food, volunteering, or diapering/toileting. All parents, staff, and children wash hands for at least 20 seconds with warm soapy water
- Immunizations: Up to date (Shot records and medical statement, on file every 12 months until the child attends grade school
- Staff illness, First aid/communicable disease, CDC Chart: chart posted at center. Symptom and fever free, without medication, for 24 hours, before returning to center with a doctors note.
- Title 20 and Medical Statements

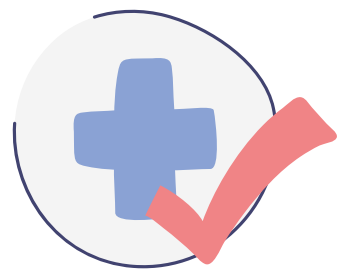
IMMUNIZATIONS /MEDICAL

If Medical Statements and Childcare Recertification forms (including ODJFS Authorization forms) are outdated this is considered a non-compliance issue. Please see the steps that will be taken:

- 60 day, 30 day, and 10 day notices will be given for statements/forms to be updated before the expiration date.
- If recertification paperwork or medical statements are not updated by the due date:
 - The child(ren's) enrollment will be suspended until updated or parent will incur out of pocket costs for child(ren) to continue
 - 1 week (warning) notice will be given prior to expiration date
 - Children cannot return to the center without updated medical statement or ODJFS (if applicable) authorization, a letter of termination from TTE will be issued to the parent, assuming withdrawal, if not updated and proof sent to the provider, within 10 days following the expiration date.

Care of Children Without Immunizations:

- Children will not be permitted to attend center without up to date shot records unless due to religious purposes. (Waiver form on file)



ADDITIONAL INFORMATION

Curriculum:

- Gee Whiz (The Gee Whiz Curriculum for Family Child Care helps children learn through play and exploration. The curriculum includes two units per month with lesson plans for mixed-age groups and is available online.)
- Covers all age groups
- Standard based K-12 and Ohio learning standards

Additional Offerings:

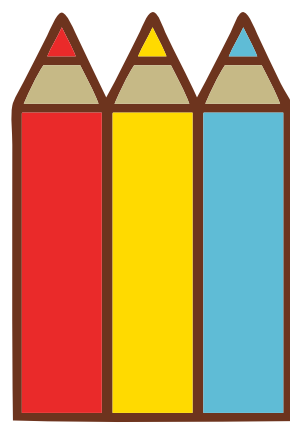
- After School Tutoring
- Summer Slide Prevention
- We serve students with mild to moderate disabilities including students with IEP's** Director discretion on services offered

Emotional Support Pet:

- Asher Landers is part of our family. He is an on site emotional support Yorkie who all the children love. Asher is up to date on all vaccines. He is licensed and approved with child care.

Open Door Policy:

Tender Touch Educare LLC – please contact me if you have any problems with my program or staff. I work directly with parents and will attempt to resolve any problems or concerns you may have. The Ohio Department of Job and Family Services also may be contacted to report suspected violations of licensing law or administrative rules. A toll-free telephone number is listed on my program's license, posted at my entrance. The licensing rules governing child care are available for review on the ODJFS website.



TENDER TOUCH EDUCARE LLC

CONTACT INFORMATION

- **Assistant Teacher: Kayla Clark**
 - **Phone Number: (937) 559-4926**
 - **Email: kclark.tte@gmail.com**
- **Assistant Teacher: Angela London**
 - **Phone Number: (937) 248-9017**
 - **Email: alondon.tte@gmail.com**
- **Enrollment Specialist | Administrative Assistant: Kelly Logan**
 - **Email: serviewva@gmail.com**

***Substitutes (Contact email and phone number will be sent upon shift)**

TENDER TOUCH EDUCARE LLC

FAQs/ Family Resources

Please visit our website to view resources:
www.tendertoucheducare.org

- WIC



- 4C For Children



- ODJFS



- Gee Whiz



- CDC:

<https://www.cdc.gov/ncbddd/childdevelopment/positiveparenting/>

TENDER TOUCH EDUCARE LLC

Parent Acknowledgement Form

I, (Please Print) _____, acknowledge
that I have received, read, and fully understand the terms and conditions
of the Tender Touch Educare LLC Parent Handbook.

Parent Signature:

Date: