

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](mailto:info@tendertoucheducare.org)

Website: [www.tendertoucheducare.org](http://www.tendertoucheducare.org)

Telephone Number: (937) 387-8710

Facebook: Tender Touch Educare LLC

Instagram: @tendertoucheducare

**TENDER TOUCH EDUCARE LLC**

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# 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 8:00am-5:00pm
- Overnight/Weekend by 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 pickups are to be directed to the Lead Teacher. All emergencies, concerns and complaints are to be directed to the Director Mrs. Landers (Contact information located on the cover of this handbook).**

**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

## 2026/2027 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 may remain 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

## 2026

January 1.2 Observance of New Years Day | NC

1.17-1.19 | NE

1.19 | MLK DAY | NC

February 2.16 President's Day | PD | NC

May 5.10 Mother's Day | Closed

5.25 Memorial Day | NC

June 6.19 Juneteenth | NC

6.21 Father's Day | Closed

6.29-7.5 SUMMER VACATION | CLOSED

July 7.6 | PD | NC

September 9.7 Labor Day | NC

October 10.23-10.24 Childcare Leadership Conference | PD | NC

November 11.26-11.27 Thanksgiving | NC

❄️ December ❄️ 12.25-1.3 WINTER BREAK | CLOSED ❄️

## 2027

January 1.1-1.3 Winter Break/New Years Day | NC

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



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# SCHEDULE: DAYSHIFT

## MONDAY- FRIDAY

**CUT-OFF TIME: NO CHILD WILL BE ADMITTED AFTER 9:30AM UNLESS A DOCTOR'S NOTE IS PRESENTED. \*\***

8:00a- 9:00a	Arrival   Open Play
9:00a - 9:40a	Breakfast RR  Diapering   Clean Up
9:45a-10:20a	Learning Circle Routine
10:20a-11:00a	Fine Motor Activities
11:00a-12:00p	Choice Time
12:00p-12:30p	Lunch

TIME	ACTIVITY
8:00a- 9:00a	Arrival   Open Play
9:00a - 9:40a	Breakfast RR  Diapering   Clean Up
12:30p-1:15p	Recess RR   Diapering   Toothbrushing
1:15p-3:00p	Rest Time
3:00p-3:30p	Snack   Story Time
3:30p-3:45p	Music and Movement
3:45p-5:00p	Gross Motor Play & Departure

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# SCHEDULE: WEEKEND/EVENING




## SUNDAY-SATURDAY (VARIES)

### Weekend/Evening SCHEDULE 6:00pm-8:00am Sunday- & Saturday

TIME	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5:30p-6:00p	Prep meal and activities	Prepare meal and activities	Prepare meal and activities	Prepare meal and activities	Prepare meal and activities	Prepare meal and activities	Prepare meal and activities
6:00p-6:30	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read	Arrival Attendance Handwashing Restroom Read
6:30p-6:45p	Music & Move	Music & Move	Music & Move	Music & Move	Music & Move	Music & Move	Music & Move
6:45p-7:15p	DINNER	DINNER	DINNER	DINNER	DINNER	DINNER	DINNER
7:15p-7:45p	Indoor /Outdoor Play	Technology ( education.com)	Technology (IxL.com)	Field Trip	Social Emotional Learning	Social Emotional Learning	Indoor / Outdoor Play
7:45p-8:45p	SNACK Activity Board Games	SNACK Activity Folders	SNACK Activity Craft	SNACK Field Trip	SNACK Activity Craft	SNACK Activity Board Games	SNACK Activity Board Games
8:45p-9:15p	Showers/ toothbrushing	Showers/ toothbrushing	Showers/ toothbrushing	Showers/ toothbrushing	Showers/ toothbrushing	Showers/ toothbrushing	Showers/ toothbrushing
9:15p-7:15a	Rest Time	Rest Time	Rest Time	Rest Time	Rest Time	Rest Time	Rest Time
7:15a-8:00a	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure	Wake up /Breakfast /Departure

## 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, Instagram  @tendertoucheducare, or TikTok  @tender.touch.educ  
**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.
- Forms to be completed:
  - JFS 01218 BASIC INFANT INFORMATION
  - JFS 01234 CHILD ENROLLMENT FORM
  - JFS 01305 CHILD MEDICAL STATEMENT
  - JFS 01933 LIABILITY FORM
  - JFS 01217 Permission to Administer Medication in medication portion\* (to be complete per medical need)
  - JFS 01236 Medical Physical Care Plan\* (to be complete per medical need)
- 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:

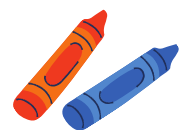
**INFANT:** \$220- \$368.75

**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

- **\*DROP IN** rate: \$65.00 per day (up to 8hrs. with an additional \$5.00 per hr after)
- **Tuition payments and county co-payments are due Monday mornings prior to child dropoff.**
  - **Invoices can be billed according to the parent's pay schedule.**
- Close of business day on **Mondays (5:00pm)** 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 late payments are not paid by **your next invoice**, a notice on will be sent and your child **CANNOT** attend TTE until the 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.

- Per your **Parent/Provider contract**, a late fee of \$20 will be charged when 5 mins late after your contracted pick up time and \$1 per min per child there after. Late fees 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.
- All drop off and pick up times are not to be any earlier or later than 30 min prior to your work/school schedule. A copy of your work/school schedule is required as part of the enrollment process.

**\*\*\*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.**

**\*\*Drop In=** "as needed basis", must call provider and schedule ahead. Same day/emergency is by availability **only** (per staffing and state ratio).





## C. POLICIES & PROCEDURES

### Attendance Policy

#### Arrival and Departure Time:

- **If a child is supposed to arrive at the program from another program or activity and does not, my program will contact the other program and parents will be notified immediately.**
- Children should be dropped off no earlier than 40 mins prior to parent's scheduled school or workday (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.
- When children are being dropped off, the parents/guardian must bring the child inside and sign the child in for attendance. Place all child's belongings in designated area. Inform provider of any updates for the child (such as: personal information, pickups, upcoming appointments, etc.)
- "During pick up and drop off, the parent or sponsor is to make verbal and visual contact with myself, or a staff member".

#### 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 if applicable.
- Chronic absence or late pickups will be subject to termination of childcare services from Tender Touch Educare LLC.





## C. POLICIES & PROCEDURES

### Attendance Policy

**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 childcare 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

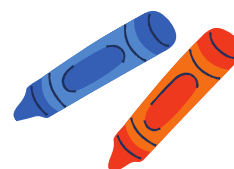
- Person has to be on emergency contact/pickup list per the custodial parent

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.

### 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. **(Emergency Preparedness Plan is in place and on file at the provider's home and with local authorities in case of emergency)**



# F. POLICIES & PROCEDURES

## SAFETY & SECURITY

### 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. Time outs are prohibited for children less than 18 months old. 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. Upon the child's return to the activity, the provider shall review the reason for the separation and discuss the expected behavior with the child.

### Supervision / Ratio



- 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 and 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 and 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.
1. Each program staff member cares for no more than 6 children at any one time; no more than 3 of these children will be under age 2. No more than 12 children are in care at any one time. My children under the age of 6 are included in the group size and ratio.
  2. The family program provider shall not exceed the license capacity at any time when caring for children during the provider's hours of operation.
  3. The family program provider shall ensure that the required staff/child ratios are maintained at all times including during routine trips and field trips.



TENDER TOUCH EDUCARE LLC

## F. POLICIES & PROCEDURES

### SAFETY & SECURITY

**continued..**

(1) Any child present at the home who meets any of the following shall be counted in the group size:

(a) All children under six years old, including those related to the provider, the provider's own children and residents of the family program home.

(b) Children six years old through fourteen years old who are not related to the provider.

(c) Children six years old up to fifteen years old who are related to the provider and for whom care is privately or publicly funded.

(d) Children fifteen years old through seventeen years old who are authorized to the provider for publicly funded childcare.

(e) Foster children shall be counted as a child not related to the provider.

(2) If the parent of a child is also present and caring for the child, the child does not count in group size, unless the parent is the licensed family program provider, a resident of the family program home, an employee, or a program staff member.



## E. POLICIES & PROCEDURES

### SAFETY & SECURITY

#### Swimming/Water Play Policy

- Children are provided with water play opportunities at my program.
  - **School aged children:** In the summer we go to Vandalia Rec Center located at 1111 Stonequarry Rd. Dayton, Ohio 45414. Parents are asked to sign permission slips prior to any swimming pool trips. When children are at the swimming pool they are supervised by an individual who is certified as a life guard or a water safety instructor; this individual is not counted in the staff/child ratio. The required staff/child ratio is maintained by staff from Tender Touch Educare Program who actively supervise the child and who position themselves so they can clearly see all parts of the swimming area including the bottom of the pool.
  - **Children younger than school aged:** We do not participate in swimming activities, but we do participate in water play at Fairview Spray Park located at 2262 Elsmere Ave Dayton, Ohio 45406 as well as The Kroger Aquatic Center At The Heights located at 8625 Brandt PK Huber Heights, Ohio 45424 or on site at 1019 Sunnyview Ave Dayton, Ohio 45406. Parents are asked to sign permission slips prior to any water play trips. Lifeguards and water safety instructors are on site if needed. The required staff/child ratio is maintained by staff from Tender Touch Educare Program who actively supervise the child and who position themselves so they can clearly see all parts of the water play area and every child.
- **What we offer on site:**
  - Water table and wading pool with a wall height of less than 18 inches is offered on site.



## E. POLICIES & PROCEDURES

### SAFETY & SECURITY

#### Outdoor/Indoor Policy

- Tender Touch Educare will provide outdoor play each day of care in suitable weather conditions for toddlers, preschoolers, and school age children. Children are not taken outdoors below 25 degrees F or above 90 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.



# G. POLICIES & PROCEDURES

## INFANT CARE

### Infant 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. Formula must be labeled with first and last name, contents, and date it 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** Infants sleep as needed and on their own schedule. Children 6 weeks – 18 months will be provided a crib to rest in. After 18mos of age all children will begin sleeping on a cot if they have not yet begun to do so. If at the age of 12 mos. a parent wants their child to sleep on a cot, the parent needs to provide written permission to the program. If for medical reasons an infant requires alternative sleeping equipment, a physician has to provide written documentation. Cots will never block exits. Children 12 mos and under will be provided a wearable blanket/ one piece sleeper. Children over 12 mos will be provided a blanket and may bring a stuffed plush from home to have at nap time. Children that are not sleeping after ½ hour rest can sit on their cot with a quiet activity.

**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.



## G. POLICIES & PROCEDURES

### EVENING & OVERNIGHT CARE

- Operating hours for evening and overnight care at TTE occur between the hours of 6:00pm-8:00am
- Provider/Staff shall remain awake until children are asleep
- Under the age of 5 years old sleeps on the same level as provider or staff
- Video and audio devices are on site to ensure sight and hearing
- Adequate lighting is provided in the bathroom, hallways, and sleeping areas. In addition to walkways and entrances during departure
- **Sanitary & Hygiene Stipulations:**
  - Written consent for bathing policy is obtained from parents prior to overnight care
  - Children who sleep 4 or more hours shall have comfortable sleeping clothes (pajamas)
  - Tubs/showers, toilets, and sinks are sanitized between each use
  - Children have access to running water, liquid soap and toothpaste
  - Children will have their individually labeled toothbrush, wash cloth, towel for bathing and/or washing up and according to their developmental needs will get assistance if needed.
  - A new set of wash cloth and towel is provided for each night of stay for each individual child.
  - Each individual labeled toothbrush is changed every two months or if the toothbrush becomes contaminated.
  - School aged boys and girls will be separated during bathing and washing up to ensure privacy
  - Bath tub/shower are equipped to prevent slipping







## 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](http://tendertoucheducare.org).

**FOLLOW US ON SOCIAL MEDIA: [www.tendertoucheducare.org](http://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)
  - The program utilizes screenings, progress monitoring tools, and formal assessments to ensure that the children's learning needs are being met. The program shares this information with families during conferences and in a monthly report to parents on their child's progress.
  - The program reports required information regarding screening tools and assessments to ODJFS.
- **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

## Family Engagement; how parents should participate

- **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)

- **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

- **Routine Transportation and Field Trips**

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

TENDER TOUCH EDUCARE LLC

# PARENT INVOLVEMENT



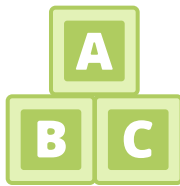
## Transition Plan (transitioning to Center based preschool or Kindergarten)

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

## 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 program 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 program 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**

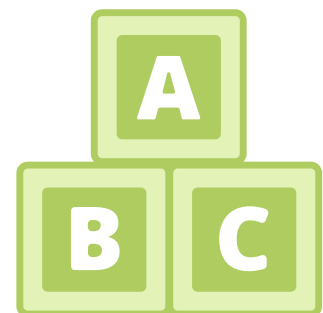
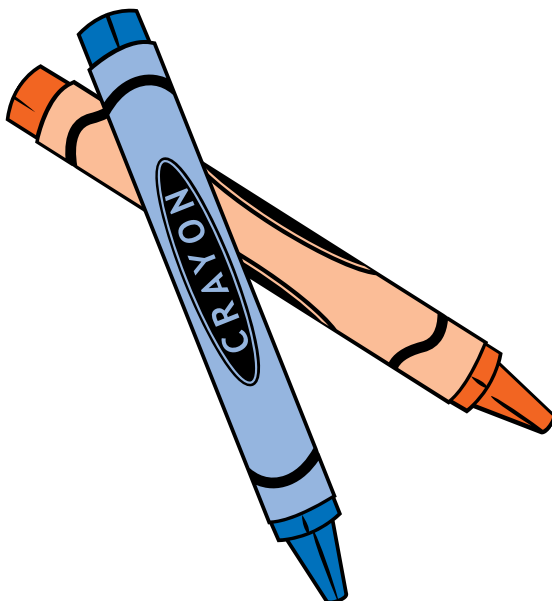
# PARENT INVOLVEMENT

## 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 program 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- 3 meals to include: Dinner, snack, breakfast
  - Food menu is available upon request and reflects all meal times and what is being served on any given day (including substitutes)
- 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 fluid milk substitutes (parent request must be in writing)
- Our program only serves one hundred per cent, undiluted fruit or vegetable juice
- Food is served and sliced into developmentally appropriate size, amount, and texture pieces to avoid all choking hazards
- All food is stored onsite at the program and no child goes more than 4 hours on any given day with out either a meal or snack; with the exception of nap time.
- Our program provides the safe storage of all food including milk (formula & breastmilk for Infants), and parent provided foods
- Fresh drinking water is available to all children throughout the day and during outdoor play and field trips
- All opened individual serving and packaged food that has been served to a child will be discarded or sent home if not consumed during meal or snack time. We will store unopened individually packed food at the program to be served again.
- We will not have screens (television, computer, etc.) on during meals and snacks.
- Food is served on tables that are covered with disposable table clothes. Food for infants is placed directly on an individual highchair tray. Tray is removed, washed and sanitized after each use.
- Age and developmentally appropriate eating utensils and dishes are used for the children.



# NUTRITION POLICY

- **Food allergies**

- Need to be listed on enrollment paperwork. As well as completing any additional forms (if needed) required by Department of Children and Youth ( ie, 01236, and/or milk substitution form). Forms should be detailed of all steps and instructions of allergies, their affects, and medication and/or emergency steps to take. Any and all 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 suppling 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/formula) need to be supplied and prepared by parent labeled with child name, contents, date, and time prepared. Bottles containing breastmilk must be labeled with date pumped. Any unused portion will be thrown out in the allotted time as stated by FDA .

- **Fluid Milk**

- 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 fluid milk substitutes in place of milk, request must be submitted in writing along with special diets per doctors orders. For nutritionally equivalent milk, only a parent request in writing is required.

- **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

## **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.

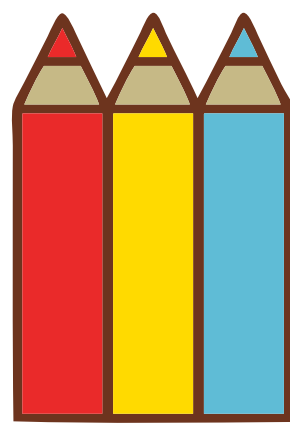
## **Medical Food**

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. Additional program fees may apply.



# 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.
- 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 childcare. 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 posting, email, text and literature sent home, 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 and 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 axillary) 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 than 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 (99 or below) who have a non-contagious illness. Children will be kept in a separate space, on the same floor, in hearing and sight view periodically monitoring them and giving parent updates.

Tender Touch Educare **WILL NOT** care for sick children with a fever of 100 or more and those who have contagious communicable diseases. Parents must keep their child or find alternative care until their child has been treated and/or seen by a physician and is able to return to the program with a note from the physician.

Tender Touch Educare **will not provide** emergency transportation but will call 911 and EMT in case of emergency.



# TENDER TOUCH EDUCARE LLC

## HEALTH AND WELLNESS

### Administration of Medication:

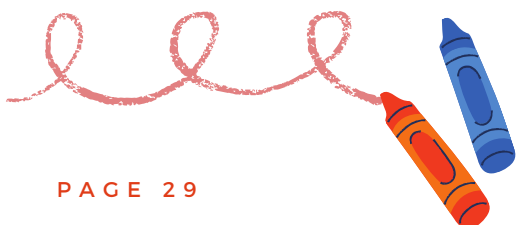
- Administration of medication (**what we do**): We will administer **only**, over the counter, topical medications that is indicated in writing on the enrollment form.
- We will provide prescription medications, oral and injectable **when it is necessary** for life survival or intermittent treatment of a chronic health problem and the parent can not adjust the dosage time(s) around program hours
  - All medication must be in its original container with its original label.
- 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.
- We do not discriminate on the basis of disability. We will evaluate the child's needs and if our program is a good fit for them.

### 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 doctor's note.
- **Title 20 and Medical Statements**

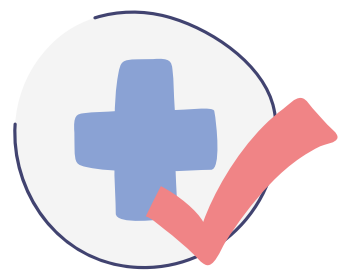
### IMMUNIZATIONS /MEDICAL

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 15 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 15 days prior to the 12<sup>th</sup> month 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:**

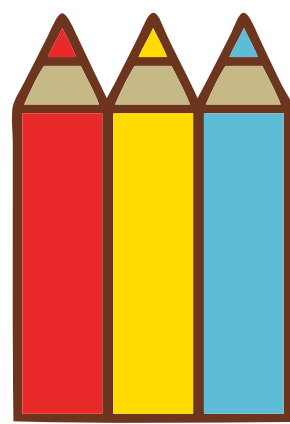
- After School Tutoring
- Summer Slide Prevention
- We serve students with mild to moderate disabilities including students with IEP's (Director discretion on services offered)

## **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

# STAFF

## STAFF / Residents

- **Enrollment Specialist | Administrative Assistant**  
Mrs. Kelly Logan
- **Email:** klogan.tte@gmail.com

- **STAFF/ Resident | Mr. T**

- **STAFF | Ms. Kayla**

- **STAFF | Ms. Kumarie**

- **STAFF | Mrs. Angie**

- **STAFF | Ms. Jamia**

- **STAFF | Ms. Danielle**

- **STAFF / RESIDENT | Mr. Mike**

- **RESIDENT | Mr. Kasaun**

**\*Substitutes (Contact phone number will be made available upon shift . Complete bios of each staff member is listed on our website**

TENDER TOUCH EDUCARE LLC

# FAQs/ Family Resources

Please visit our website to view resources:  
[www.tendertoucheducare.org](http://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: