

## Communication

This manual is designed to provide valuable information about being enrolled at Tiny Town Childcare Ministry. This information will help you understand policies, procedures and expectations for attending Tiny Town. Even with the time and thought we have put into this manual, we know that we may have missed something. Therefore, this is a document that may change from time to time. We will communicate these changes to you as soon as they happen and support reasoning for doing so. If at any time you have questions or concerns about something that is or isn't covered in this manual, please don't hesitate to ask the Tiny Town Director or the Waypoint Children's Director.

Tiny Town ministry is excited to play a role in each child's family. We feel it is vital to communicate regularly with parents/guardians and involve family in what's happening at Tiny Town. Communication comes in various forms through technology; texting, media, emails, or calling Tiny Town; newsletters, special activities, conferences and an open-door policy. When a child is accepted into our ministry, we like to be sure that we can share openly about any concerns or questions that may arise. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child. Sensitive issues will be discussed in private at a mutual beneficial time.

## Enrollment Policy

Students will be accepted on a first come, first serve basis.

ALL forms in the enrollment packet must be completed and a registration fee submitted before we can consider your child for enrollment. This is to ensure that your child will get the best care possible and satisfies the record keeping requirements of state registered ministry guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet, please notify the Tiny Town director to update your records. If you have any questions regarding the completion of these forms, please feel free to ask the director.

## Registration Fee

There is a \$15.00 Non-Refundable/Non-Application registration fee per student at time of enrollment. This fee covers the time spent reviewing the enrollment forms, making phone calls, and startup costs per child. If you terminate childcare services and are gone more than 120 calendar days but wish to return to Tiny Town, you must submit another application fee. Re-application does not guarantee your child will be re-enrolled; please call director to find out about availability.

## Tuition

Our after-school program is based on enrollment (a reserved space), not on attendance, and priced per week at \$30/week/child. On days the school is closed, enrolled children from our after-school program may attend for \$25/day. This includes set days off (President's Day, Good Friday, etc.) as well as snow days. We will **NOT** offer care for two-hour delays. This does not include a summer program. That is a separate enrollment.

## Transportation

Children who live in district and attend Orchard View and Heritage Intermediate school will have the option of being bussed to our facility. You will need to make arrangements through transportation at Middlebury Community schools on your own. Please be aware that these changes can take up to three days before in effect.

## Payment Procedures

Tuition payment is due on the Friday before each school week begins. Tuition can be paid further in advance if desired. Please use the envelopes provided to turn in payment and place them in the director's mailbox before 5:30 pm on Fridays. Payment should be made by check or cash. Checks should be made out to Waypoint Community Church with Tiny Town added in the memo line. Please keep in mind that the success of our ministry depends upon the prompt payment of tuition/fees to take care of day-to-day expenses that are encountered. **Parent/guardians are responsible for the full tuition even when a child may be absent from school for vacation, illness or days facility is closed, not including the two full shutdown weeks.**

## Check with Insufficient Funds

If a check is returned for insufficient funds, there will be a \$30 fee in addition to immediate payment of tuition for services to continue enrollment. The second time a check is deemed insufficient, childcare services may be halted until full payment of tuition has been made in cash. Subsequently, payments will be required to be made in cash for the duration of childcare services.

## Late Fees

If payment is not made on the Friday before then a \$25 late fee will be added to the next week's payment. This fee plus tuition should be paid on Monday morning when the child arrives. Non-payment can result in your child's dismissal from Tiny Town.

Tiny Town closes at 5:30 pm. If you are late you will receive a call from the Director and will be charged a late fee. A \$2.00/per minute late pick up fee will be assessed for all children picked up after closing time (5:30 pm). This will be added to the next week's payment.

These late fees will be strictly enforced, and habitual tardiness may result in termination of services.

## Hours of Operation

Big City will be open Monday-Friday from after school – 5:30 pm except on 'all day' care days. Hours on those days will be 7:00 am to 5:30 pm. However, we will be closed on the following days:

- \* New Year's Day
- \* Memorial Day

- \* Fourth of July week (one full week)
- \* Labor Day
- \* Thanksgiving Day and day following
- \* Christmas Break (one full week; if Christmas Eve falls on a Friday, we will be closed that Friday plus the following week)

Specific dates will be given in the monthly newsletter. Please watch for these dates to be marked CLOSED. There will be 1-2 other days in the year Tiny Town will close. These days will be used as professional development days for the Tiny Town staff. Parents/guardians will be informed well in advance of these days.

## Arrival and Departures

Kids will arrive and check in with teacher. At departure parents will have code to get into building. They will use brightwheel system and their code to checkout their child/children. A camera with key code entry will be located at both entrances on the east side of the building.

Please be brief at pick-up times. This is a time of testing boundaries, when two different authority figures are present (the parent/guardians and the provider). Many children will test to see if the rules still apply. During arrival and departure, we expect parents/guardians to back up our rules. Please be in control of your child during these times.

Children will **ONLY** be released to his/her parents/guardians, or the person that is designated on the Authorized Pick-Up and Emergency Contact Form. If someone other than the parent/guardian is to pick up the child, you **MUST** notify the Director ahead of time in writing or by leaving a message with the person's full name and phone number to the daycare phone at 574-825-3600 extension 100. To protect your child, he/she will **NOT** be released to any person without your permission.

Please inform emergency contacts, or people designated to pick up your child that the teacher will need to see the official identification (driver's license) at the time of pick up. This is not meant to offend them. This is simple safety measure taken for your child's protection.

**ALL CHILDREN MUST WEAR SEAT BELTS.** As child care providers we are mandated by the state to report anyone who does not have car seats. All students should have car seats!

Lastly, drop off and pick up are not good times to discuss serious problems. Brief conversation is expected and encouraged but be aware that children hear everything. The Tiny Town Director will be happy to schedule a future time to discuss issues as necessary, whether by phone or in person.

## Absences

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, maternity leave, vacation, or for any other reason. Please call to inform Tiny Town when your child will be absent and why.

## Snow Days

Tiny Town will only close if there is a state of emergency and vehicles are not allowed on the roads. Please watch/listen to your favorite station or check online to know when this occurs

## Daily Schedule

Bus Drop off to 3:30 - snack, relaxing/reading time/homework

3:30 until pick up - free play, games, theme parties

## Discipline

*Train up a child in the way he should go and when he is old, he will not depart from it.*

Proverbs 22:6

Discipline is not meant to be punishment. Instead, it is a time for teaching--the very kind of teaching Jesus did with His disciples. Teaching of this kind is two-fold. First, to immediately stop inappropriate behavior. Second, to help the child find another, more appropriate way to behave (redirect).

## Behavioral Expectations:

Rules we obey to show our love for God and God's people.

1. Please Share
2. Listen to Others
3. Practice Kindness
4. Be a Good Friend
5. Remember Manners

## Positive Reinforcement:

1. Learn about and please Jesus.
2. Verbal encouragement.
3. Call out the good behaviors as they occur.

## Conflict Resolution steps:

1. Calmly approach situation.
2. State the problem.
3. Say how you feel.
4. Listen to the other person.
5. Brainstorm solutions.

6. Decide what to do.
7. Follow through.

**Consequences (We will deal with each problem individually.)**

1. Redirection & Verbal warning: Verbal discussion with child and then redirect the child to positive action. (30/30 METHOD) – Give child thirty seconds of explanation about what was wrong with his/her behavior and how he/she can modify it next time. Then immediately follow up with thirty seconds of telling the child how much God loves him/her and how much we love him/her. (I may not like what you are doing, but I love you; and nothing you can do will change my love for you.)
2. Separation or time out for child with discussion following.
3. Call to the director. Take a break in his/her office with final discussion about behavior and changes that must be made.
4. Call to parents/guardians to discuss the behavior and develop a “working together” plan.

**\*\*If at any time behaviors are harmful to other children or teachers immediate removal from the classroom is warranted. A call will be made to the parent/guardian and an action plan will need to be set immediately for care to continue to be provided for that child.**

As we work with those who are so very precious to Jesus, we want to love them and provide them with a safe and secure environment. The experts tell us that kids truly want and need boundaries. They also need consequences. Young children need to experience stepping over boundary lines and then receive the forgiveness of a loving adult. Never breaking the rules, experiencing consequences, and receiving forgiveness prevents a child from understanding that he/she is loved and accepted unconditionally.

**PM Snack**

All kids will be offered an afternoon snack each day upon arrival.

**Personal Belongings**

We prefer that children do not bring toys from home unless it is designated “Show and Tell” time. Little ones have a tough time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they will be put away. Exceptions to this policy are that each child may bring a favorite sleepy toy and/or blanket for naptime only.

**Donations**

Tiny Town accepts and appreciates donations to the program (monetary, supplies, educational items). All monetary donations to Tiny Town are tax deductible. Donations also help us keep cost down. If you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. THIS IS NOT MANDATORY.

- |                      |                               |              |
|----------------------|-------------------------------|--------------|
| * Paper towels       | * Anti-bacterial hand soap    | * Napkins    |
| * Anti-bacterial gel | * Paper plates                | * Kleenex    |
| * Clorox Wipes       | * Gently used toys or clothes | * Baby wipes |

## Parental Involvement

We are always looking for volunteers to help us enrich the educational environment for every child. We view volunteers as more people to show the love of Christ to our children. We would love help with crafts, decorations, snack prep and more that happens regularly throughout the month. We also strongly encourage involvement at home by supporting what your child is learning and having discussions about what is in their newsletter or is brought home. At times children will have show and tell or other specials happening. Please be aware of these and support your child's learning by helping them to prepare.

We also welcome any ideas that you may have for fun activities or crafts. We do not want any family to feel obligation, but do appreciate any way we can further increase and enrich the educational environment.

## Fire Drills

We are required by state law to complete one (1) fire drill per month at our location. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. We will not do fire drills when the temperature is below 20 degrees or in inclement weather.

## Child Abuse and Protection

Tiny Town supports and maintains a ZERO tolerance policy against child abuse and neglect. All volunteers and employees will immediately document and report any incident of suspected abuse or neglect which they observed and/or are informed of by a child.

Steps taken when a volunteer or employee makes a report:

1. The person reporting an incident of abuse will immediately contact the Director.
2. The Director and employee will take steps to ensure the safety of the alleged victim.
3. Child Protective Services will be notified by the Director about the suspected abuse or neglect.

## Hired Staff

Tiny Town intends to have all hired staff train in CPR, First Aid and Universal Precautions. They will also have to submit a drug test and annual background check.

## Health Issues, Medication, and Illness

Tiny Town is a "well-child care facility". At no time do we provide childcare for sick children. In the enrollment packet you will find additional information regarding our sick child policy, medications and other health related issues.

**POLICIES AND PROCEDURES STATEMENT OF ACKNOWLEDGE AND AGREEMENT**

I HAVE RECEIVED AND READ A COPY OF Tiny Town Policies and Procedure and understand the importance of the material in the handbook. I agree to abide by these guidelines while my child attends Tiny Town. I understand that I am agreeing to monetary compensation for child care services. I understand the manual may be modified, and that any guidelines may be amended, revised, or eliminated by Tiny Town.

Child's Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\*Please turn only this form in with other enrollment forms and keep the manual at home for referencing.