

Dear Parents,

Welcome to the Ardmore Day Nursery. We hope that the time your child spends here will create many happy memories.

Since 1950, Our Mission has been to serve as a safe and loving structured environment for children of working families.

We are a non-profit organization governed by a volunteer board of up to twenty community-involved individuals dedicated to providing the highest quality care for children at the lowest possible cost.

As part of our policy, we ask that you read through your Parent Policy Manual and sign the enclosed form. Signed and dated forms must be returned to the office. These forms will become a part of your child's file.

Our manual will guide you step by step through our policies on health, discipline, potty-training and more. Please use this as a guide throughout the year, and feel free to ask the Director if you have any questions.

Parents are expected to respect and follow the rules and regulations of the policy manual and of the Nursery.

All policies in this manual are subject to change due to changes in State licensing requirements, price changes, or other unforeseen circumstances.

We hope to make this the best place possible for the care of your child. Thank you for choosing the Ardmore Day Nursery for your child care needs.

REGISTRATION AND ADMISSION

Prior to enrollment, parents must interview with the Director and bring in their child for a pre-enrollment tour of the Nursery.

Parents must fill out a registration form for each child to be kept on file with the Director. Children ages 5 months through age four (4) are accepted on a space available, first come/first serve basis, regardless of race, national origin or creed.

Our program is full-time enrollment. We do not have part-time or drop-in programs.

ADMISSION REQUIREMENTS:

1. Complete enrollment forms.
2. Current and updated immunization records.
3. Any legal documents (divorce, custody, etc.)
4. Payments of Enrollment Fee and First Week's Tuition

Children will not be allowed to attend the Nursery until all admission requirements are fulfilled including having their current immunization records on file.

TUITION AND FEES PER CHILD AS OF August 5, 2019

Due upon enrollment. Non-refundable.

\$50.00 Non-Refundable Enrollment Fee: One-time fee

\$50.00 Non-refundable Bi-Annual Supply Fee each January and July 1st.

The Supply Fee will be pro-rated upon enrollment if in different months.

Those leaving in July/August will pay a pro-rated fee.

The Supply/Activity fee will be assessed each year during the first billing week of January and July.

Weekly Tuition payments for 5 days per week are due in advance on Mondays as follows:

5 Months to 12 Months.....	\$160.00
1 Year.....	\$140.00
2 Years.....	\$130.00
3 thru 4 (potty trained).....	\$125.00

Fees will not be carried over two weeks and must be paid bi-weekly unless other arrangements have been made with the office.

Fees that are at two weeks total due need to be paid by the Friday of the second week for your child to be able to attend the following Monday. Late fees of 1.5 percent will be charged to accounts past the two weeks payment limit.

Fees that are paid monthly need to be set up through the office and paid in advance.

SIBLINGS

Siblings from families with children already enrolled in the Nursery will receive a five dollar (\$5.00) per week discount. Discount will be taken on the oldest child enrolled.

CREDIT/DEBIT CARDS

We accept all debit and major credit cards including Discover and American Express through the Square Program.

CHECK & CASH PAYMENTS

Checks with proper info including address and phone numbers are accepted.

Cash payments must be made in the correct dollar amount. We do not keep cash on hand or make change for cash payments. A receipt is given for cash payments.

DROP-IN BOX

There is a locked wooden box located outside the office that you may drop checks or money orders into at any time.

LATE FEES/CLOSED ACCOUNTS

Late Fees of 1.5 percent will be applied to accounts that are more than two weeks past due. Accounts exceeding a two week past due amount must be paid in full, including late charges, by the next Monday or the next available business day.

Children will not be allowed to attend the Nursery until full payment is made.

All delinquent payments will be turned over to our legal advisors.

Weekly tuition fees are a **flat rate** and include all holiday and other Nursery closings.

STATEMENTS

Billing statements are placed in the folder on your child's locker at the end of each week.

REFUNDS

No refunds for enrollment, supply/activity, tuition, or holding fees will be given. There is **no discount** given for holidays or other closings.

RETURNED CHECKS

The insufficient check fee is **\$25.00**. After a check is returned unpaid, the check amount along with the insufficient check fee must be paid in cash or money order only. Payment must be made by the next business day after notification that your check was returned unpaid by your bank. Two insufficient checks will result in cash or money order payments only.

HOLDING FEES

Parents who wish to withdraw their children for the summer months from when public school ends and starts must pay a non-refundable holding fee of **\$320.00** to assure a position for their child in the fall.

This is not a deposit and is non-refundable and non-transferable.

Parents who accept an open placement for their child but are not ready for immediate enrollment will have to pay a holding fee equal to one-half of the weekly rate for the age of the child. Holding placements at half-rate cannot exceed a 2 (two) week period. Once the child starts at the Nursery, full payment is required even if attendance is only part-time. Parents who wish to hold placement for longer periods must pay the full cost of tuition.

SEPARATION OR DIVORCE

In the case of separation or divorce, one party has to accept responsibility for paying the fees in full. We require that the person responsible for paying the fees be the parent/guardian who enrolled the child at the Nursery. If the separation/divorce happens while your child is enrolled at the Nursery, the parents must work with us to establish who will be the guaranteed payee on the account. We cannot establish separate accounts for each individual parent/guardian unless one parent guarantees payments in case of default on the other account.

WITHDRAWAL NOTICE

One week's notice (five business days) must be given prior to withdrawing children from the Nursery. You must pay for one full week after you give notice whether or not your child attends.

You will continue to be charged tuition fees until we are officially notified by you that you are taking your child out of the Nursery.

Anytime a child has not attended for two weeks without prior notification or payment, the account will be closed.

SCHOLARSHIP PROGRAM

Scholarship amounts for each quarter are a set dollar amount. The amounts given will depend on the number of scholarships awarded. Upon notification that you are receiving a scholarship, you will be notified of the dollar amount your fees will be discounted. Scholarship terms are for 13 weeks.

Scholarships are not guaranteed.

HOURS

The Nursery is operated between the hours of **7:00 am and 6:00 pm** Monday through Friday.

There is a \$5.00 late fee charged for every five minutes your child remains at the Nursery after 6:00 pm.

Late charges need to be paid in cash no later than the next day of business.

Charges not paid will be added to your daycare fees.

Children are not allowed to remain in daycare over ten (10) hours a day.

ARRIVAL

Children need to be here by 10:00 am to be admitted for the day.

Ardmore Day Nursery operates on the same hours year-round, so this rule applies year-round.

Exceptions: Doctor Appointments. Children may be admitted after a Doctor appointment if we are previously notified. A note from the Doctor is required for admittance. During the summer exceptions will be allowed for swim lessons or Vacation Bible School.

SIGNING CHILDREN (IN AND OUT)

A parent or guardian must accompany the child inside the Nursery each day.

Children must be signed in and out each day by the person who brings them.

Children must arrive and leave only with a parent, guardian or an adult previously designated by the parent or guardian listed on the child's record kept in the Director's office.

Minor children under the age of 18 are not allowed to sign a child in or out of the Nursery and cannot bring them in or pick them up without the company of the parent or another designated adult.

It is very important that you sign your child in and out; this is the documentation that is used in the event of an emergency evacuation.

Please do not allow your child/children to write or scribble on the sign in/out sheet as we are required by the Department of Human Services (DHS) to keep this documentation for a period of three months.

Late arrivals cause disruption to the daily schedule. The child sometimes will not rest at naptime. This causes disruption to their class as well as the neighboring class.

Children arriving later in the day have a difficult time adjusting to a regular routine; they also miss out on classroom projects and activities including learning activities.

Children must be brought to the classroom or playground, and the teacher or other staff must be notified they are present. Children may be left in the center room with other staff temporarily, as long as, the child's current teacher is notified that another staff member is watching the child.

Children cannot be left inside the front door, office, hallway, or center room to find their own way to their classroom or to the outside playground.

Parents must take their child to the classroom or playground before leaving. We cannot assume responsibility of your child until you make contact with a member of our staff, and they are made aware of your child's presence.

Teachers must also be made aware that you are leaving with your child when they are picked up.

Children will not be admitted to the Nursery between the hours of 12:30 pm. to 2:30 pm during nap and rest time.

Parents may pick up children during this time. A staff member will bring the child to you in the office or the center room so as to not disturb the classroom.

Any other exceptions about arrival will be made only by prior arrangement with the Director or other authorized staff.

ENTERING AND EXITING DRIVE-WAY

Please enter and exit our drive-way in a responsible manner. We ask that you enter and exit at a slow speed as there is always the possibility that a young child could dart into your path. Please also be aware of the arrows painted on the driveway and use the proper direction to enter and exit.

For the safety of your child, please do not let them run ahead of you and swing on or open the front door and leave without you. Please do not allow your child to run into the driveway or play in the driveway because others are entering and exiting.

LOCKED VEHICLE DOORS

All unattended vehicles should be locked when dropping off or picking up your child/children. We cannot be held responsible for any items stolen from vehicles parked on Ardmore Day Nursery property.

DEPARTURE AND PICK-UP

When you pick up your child, make sure the teacher or the staff person in charge sees the child leave and you sign the child out. We will release your child only to persons listed on the enrollment form. If you want someone not listed on the form to pick-up your child from the Nursery, you must give us written permission or call the Nursery and give us the name of the individual. Picture identification will be required before the child will be released. Anyone picking up a child that no staff member can identify will be required to show a picture I.D. even if they are on the child's pick-up list and the parent will be called before releasing.

Without proper identification and permission from you, the child will not be released.

LOCKED DOOR POLICY

For the safety of the children and staff we maintain a locked door policy year-round. There is a doorbell at the front door to ring for admittance. If someone comes to the door we do not immediately recognize, they will not be allowed to enter the building until we are aware of who they are and what their purpose is.

For the safety of all, we want parents to be aware of anyone who may enter the door behind you. If it is not someone you recognize, we would like you to ask them to wait outside the door until one of our staff can identify them.

ABSENCES

The Nursery must be notified by 8:00 am when a child is going to be late or absent.

If your child will not be attending the Nursery at any time, you must let our staff know ahead of time or call the day of the absence.

Credit for the daily rate is not given for days missed by a child. Our weekly tuition is a flat rate regardless of the days your child or children attend.

CLOSINGS

The Nursery is closed on the following holidays:

Labor Day

Thanksgiving Day & the Friday after

Christmas Holiday (3 days) will be decided each calendar year

New Year's Day

Good Friday

Memorial Day

Fourth of July

If one of the above holidays falls on a Saturday, the Nursery will be closed the preceding Friday. If the holiday falls on a Sunday, the Nursery will be closed the following Monday.

The Nursery may also be closed from one to several days before and/or after a holiday depending upon the day of the week the holiday falls on.

The Nursery will be closed for any of the following reasons: If at any time the Nursery is without water, heat or air, and we are unable to maintain our daily requirements as regulated by the Department of Human Services (DHS), we will be closed.

You will be called to pick up your child if at any time the Nursery has no water or power.

REMINDEXTING SYSTEM: For Parents/Guardians of Enrolled Students

To join *Remind*, please enter this number: 81010

Then text this message: @ardmored

After receiving a response text please your first and last name only.

Please be aware that if we have an unexpected closing and we cannot reach you with our Remind Texting System, we may have to use our personal cell phones to contact you.

WEATHER CLOSINGS

Depending upon the severity of the weather and the road conditions, closings are decided on an as needed basis. You will be notified to pick up your child if we close early for deteriorating weather conditions during normal business hours. You will be notified by our *Remind Texting System* if we are closing for any reason, including weather.

There is no discount of tuition for any holiday closings, any closings due to weather, or any other unforeseen circumstances beyond our control.

MEALS

Breakfast is not served at the Nursery. Nursery children are given a daily lunch and afternoon snack.

A breakfast snack is served between 8:00 AM and 9:00 AM.

Children should arrive before 9:00 am to eat breakfast snack

If your child arrives at the Nursery after 9:00 am, please make sure your child has received an adequate breakfast to sustain them until lunch.

You must be prepared to sit with your child in the Center Room until they are finished eating if you bring your child in with food after 9:00 am.

Lunch is served from 11:30 am to 12:00 pm

Lunch menus are posted monthly. We reserve the right to change the menu without notice due to availability or delivery of food items.

The afternoon snack is served between 3:00 and 3:30 pm

Leftover food or drinks sent for breakfast snack including donuts and pastries will not be saved for lunch. For health and safety reasons children cannot keep food or drinks in their lockers and all left over dairy products must be disposed of. Exceptions are dry foods that are in closable bags or containers that can be kept in the child's individual basket in the cabinet.

Exceptions:

Outside foods are allowed for health or religious reasons. Parents must provide food for children on special diets. Those foods may be kept in the Nursery refrigerator.

If your child will not eat or does not like something on our menu, it is your responsibility to provide an alternative lunch. (No Restaurant or Fast Food) Special treats are given to the children on occasion.

We currently have an Excellent Certification with the Certified Healthy Oklahoma Program.

FOOD ALLERGIES

It is your responsibility to notify the Nursery Staff if your child has any known food allergies. Please ask before bringing in any nuts or foods with nuts, including peanut butter, to protect those with potential life-threatening nut allergies.

HEALTH

All our health policies are written and enforced as required by the State of Oklahoma Health Department and the Department of Human Services. (DHS) Your child must be in good health when he or she comes to the Nursery. A complete immunization record will be required before the child's first day at the Nursery.

IMMUNIZATIONS

Your child's immunization records must be up-to-date as required by the Oklahoma Department of Human Services and State Health Department Center. You are responsible for regularly updating your child's health files to reflect any new immunizations. Failure to maintain current immunizations will result in the dismissal of your child.

Immunization Exemptions must be on file and approved through the State.

ILLNESS

Ardmore Day Nursery is a "Well Child Only" Facility.

We are not equipped or staffed to keep ill children. While at the Nursery, all children must be well enough to participate in both indoor and outdoor activities. We cannot keep children with a rash, fever, or illness of any kind. If a child becomes ill or has an accident at the Nursery, the parent or guardian will be contacted. If we cannot reach you, we will call someone on your emergency contact list. If your child is too sick to play outdoors, he or she will have to remain at home until they are well enough to come to daycare. We are not staffed to keep a single child inside when the others are outside playing. Children are expected to be well enough to participate in all activities during the day including any outside playtime.

Your child cannot attend the Nursery the next day if they have been sent home with any of the following: fever of over 100 degrees, repeated vomiting or diarrhea.

Children need to be symptom free for 24 hours before returning to daycare.

For the welfare of all the children and staff in the Nursery, we will not accept any child with any of the following conditions as listed in the Department of Human Services Manual for daycare requirements:

Too Sick to Go to Daycare

- * Temperature over 100 by armpit
(For temperatures taken under the arm you must add one degree to the reading)
- * Irritability
- * Too tired to do any activity
- * Persistent crying
- * Difficulty breathing
- * Uncontrolled coughing
- * Diarrhea (two loose stools in one hour)
- * Vomiting
- * Mouth sores
- * Rash (unexplained except for diaper rash)
- * Pink eye (red or pink eye(s) with white or yellow discharge, crusted or matted eyelids, eye pain, and redness of the eyelid or skin surround the eye).
- * Head lice
- * Scabies
- * Tuberculosis
- * Impetigo
- * Strep throat
- * Ring worm
- * Chicken pox
- * Shingles
- * Pertussis (whooping cough)
- * Mumps
- * Measles
- * Rubella
- * Hepatitis A

If your child develops any of the listed conditions while at the Nursery, the Director or an authorized staff member will notify you to pick up your child.

Head lice exclusion: Our policy is that any child or adult with head lice or other infestation will not be allowed to attend the Nursery until treated and no longer have lice or visible nits (lice eggs) in their hair. Parents of infected children or infected Staff member must bring the box from the treatment and be checked by the Director or other authorized personnel before readmission.

You must pick up your child **with-in one hour** after we reach you and inform you that your child is ill. If we are unable to reach you, there must be emergency numbers listed on your enrollment sheet for us to call.

Your child should be kept home until the symptoms have disappeared or a note is obtained from a physician stating that your child is well enough to return to daycare.

Exceptions will be made only for children who have been on an antibiotic 48 hours and are fever free or if they have a note from their doctor stating that they are not contagious and may return to daycare. Children are expected to be well enough to participate in all activities during the day including any outside playtime.

Any illness in question must be cleared by a Doctor's note before the child will be admitted to the Nursery. The Nursery Director has the final discretion regarding illness and re-admittance to the Nursery.

In the case of an extreme emergency, if the family cannot be contacted, a doctor will be contacted and the child will be taken to the emergency room at a local hospital for treatment. The Nursery will not be able to assume financial responsibility for emergency services, including but not limited to ambulance, doctor or hospital fees.

The Ardmore Day Nursery is required by the State of Oklahoma to report to the Department of Human Services any child showing evidence of abuse.

Communicable Diseases/Infestations

Parents will be notified of communicable diseases or infestations through a "Red Alert" notice or our *Remind Texting System* that there is a child or staff member with a communicable disease or infestation. To protect their privacy, the name of the infected child or staff member will not be given.

MEDICATION

Before any medication will be given to a child at the Nursery, a permission slip must be signed by a parent or guardian and left on file in the office.

Medication permission slips are available in the office and must include the name of the child, the name of the medication, dates and time to be administered and the exact dosage to be given.

Prescription medications must be in the original prescription bottle and labeled with the name of the child and the name of the doctor that wrote the prescription, or it will not be given. We will not give outdated medications or medications written for another family member to the child.

Prescription medication will be given between Noon and 12:30 only. Morning and Evening doses are the responsibility of the parent/guardian.

The Ardmore Day Nursery Staff does not administer breathing treatments.

OVER THE COUNTER MEDICATIONS

Allowed: Infant or Children Preparations Only
Pain/Fever Reducers (to be used for teething, headache or other pain only)

Not Allowed:

- * Fever Reducers (when used to mask a fever over 100 degrees by armpit)
The only exception will be when your child has a high fever, and you have verbally given us permission over the phone to give the medication to your child before you arrive.
- * Aspirin
- * Anti-diarrhea medication or any medications for stomach ailments

Although we keep some infant & children's pain/fever reducers and teething lotions for emergency use, it is the parent's responsibility to provide these items. **Note:** If your child has a fever, vomiting or diarrhea, he or she needs to be kept at home until symptoms subside to lessen the risk of passing something on to the other children or staff.

Chap-sticks, sunscreens, ointments and lotions must be labeled and left with the child's teacher. No medications of any kind including diaper rash ointment should be left in diaper bags or backpacks within reach of the Nursery children.

WOUNDS

Wounds will be washed with soap and water. We are not allowed to use anti-bacterial ointments, anti-itch creams or sprays without written permission.

POISON CONTROL

Poison Control at 222-1222 or 911 will be called in the event that a child or an adult ingests or is exposed to anything that could be considered poisonous.

NAP AND REST PERIODS

Rest and Naptime is from 12:30 PM to 2:30 PM for all classrooms.

All children must take a rest period. No exceptions.

If you do not want your child to take a rest period, you must pick them up by 12:30 PM from the Nursery.

Any child who disrupts naptime must be picked up from the Nursery.

ACTIVITIES

Activities offered are geared to the age and stage of development of each child. Programs are offered at the Nursery with attention given to the needs of the child to grow physically, emotionally, socially, and intellectually. Children are normally grouped according to age; however, during transition periods and special events, children of different ages may be grouped together.

Observation of our program is encouraged at any time, but it is requested that parents and guardians not interrupt the program in process. Arrangements for extended classroom observation are to be made through the Director.

Permission slips will be required for groups (children aged three or over) that attend activities at the Ardmore Public Library.

Ardmore Day Nursery **does not** provide any transportation to any events to and from the Nursery or to any other locations.

TOYS/PERSONAL ITEMS

Children should not bring toys or personal items from home without the teacher's consent. When such items are brought, the child will be expected to leave them with his/her teacher until it can be returned home safely. Inappropriate items or items that we deem are an endangerment to the child or to others will be put in the office for the parent to pick up. The Nursery will not be responsible for any lost or broken toys or any personal items brought from home.

Anything that is brought into the Nursery that causes problems, or that our staff deems unacceptable or dangerous, will be put up for the parent/guardian to pick-up.

The Nursery provides individual cups, including sipper cups for the younger children, or paper cups for meals and snacks. The Nursery will not be responsible for cups brought from home. Baby bottles and pacifiers must be provided by the parent or guardian. Parents/guardians are responsible for labeling their child's bottles and cups and picking them up daily and cleaning them.

We will place all unidentified items left at the Nursery in our lost and found. We ask parents and guardians to check the lost and found each month. All items not claimed within 90 days will be thrown away or donated.

CLOTHING

Your child will participate in a variety of activities, including painting, gluing and other art projects as well as outside activities.

Children should be simply and comfortably dressed for play. Children should have sufficient outer clothing to protect them in cold and wet weather.

Proper shoes are required as well. Shoes should be the kinds that permit your child to run, climb, and balance. Gross motor development is a major task of early childhood development.

Western boots, flip flops and ill-fitting shoes can hamper these skills.

For their safety, children wearing flip flops, sandals, slides without support, or any footwear that is deemed unsafe by our staff will not be allowed on any outside climbing toys.

Please bring tennis shoes/socks for your child for outside play.

We **require** a change of clothing be kept at the Nursery **at all times** in case of accidents or emergency. All clothing must be labeled with the child's name using a permanent marker. We cannot assume responsibility for lost clothing that has not been properly labeled.

If a change of clothing is not left for your child, and we do not have adequate spares, a parent will be called to bring clothing to the Nursery if necessary.

ACCESSORIES

Belts with large buckles, spurs, ties, or long necklaces are **not** allowed.

Anything worn around the neck that could get caught on toys, bikes, or be an endangerment to a child inside the classroom or on the playground **will not** be allowed.

Although we realize these accessories are a normal part of childhood and beyond, we have found the following items to be potential choking hazards: earrings, rings, bead necklaces, necklaces with removable charms, hair clips, small hair bows, tiny rubber bands and pony tail holders.

The children remove them and place them into their mouths, or other children find them and do the same.

We make every effort to monitor these items for the safety of all the children but we want our parents to be aware of the potential harm these items could cause.

We also make an effort to keep up with the children's accessories, but we will not be responsible for replacing them if lost.

POTTY-TRAINING

We ask that parents start the potty training process for their children between the ages of two (2) and three (3) years of age and that parents or guardians work with the child's teachers in completing training.

Please follow our clothing guidelines so it is not difficult for the children to go to the restroom. Putting children into clothing that they cannot manage by themselves leads to frustration and a loss of self- achievement and satisfaction.

This is a big step in your child's development and the Nursery teachers will assist you in the process by seeing that your child is going to the restroom on a regular schedule. Being consistent and using the same methods at home and at the Nursery will accomplish successful potty training for your child.

Children in the potty-training process must be dressed in clothing with elastic waists that the child can easily pull up and down.

No coveralls, belts, or one piece outfits with snaps should be worn by a child in the potty-training process.

Until potty-training is completed, children **will not** be able to move up to any room **without** diaper changing facilities, and parents will have to continue to pay the two (2) year old tuition rate if the child has turned three years old and is still wearing diapers or pull-ups full-time. Exception: A pull-up may be worn at nap-time, if needed.

Once a child reaches the age of three years-three months (39 months) and is not potty trained they will need to be removed from the Nursery until the parent can successfully complete the potty-training at home. The child will be re-admitted once potty training is completed. The daycare rates will still apply during the child's absence.

GUIDANCE AND DISCIPLINE

Our goal in guiding the children in our care is for them to move toward controlling their own behavior. We also avoid using techniques that will damage the children's good feelings about themselves.

We begin by doing everything we can to arrange the environment in a way that will prevent discipline problems. This includes planning interesting activities, not asking children to sit too long, and meeting their needs for food, rest and active activities as well as quiet activities.

When the children do display inappropriate behavior such as running inside the building, we will redirect or suggest ("walk in the room") and why ("you might fall").

We ask that everyone use "their walking feet" inside the building.

When inappropriate behavior includes destroying or abusing materials, children will not be allowed to work with these materials for a period of time. When children disrupt group activities, they will be asked to leave the group until they are ready to participate in the group's activity.

The ground rules of the Center for children are:

- * Soft touches
- * Quiet voices
- * Walking feet

Actions taken if a child has disciplinary problems, including biting:

1. Written notification to parents (Time-out/Naughty Note)
2. Verbal communication with parents
3. Call to parents to pick up child
4. Suspension from the program (# of days set by Director)
5. Dismissal from the program.

BITING

Problems with biting will be discussed with the parent, and appropriate prevention measures will be used by the staff.

Most biting is a developmental issue due to teething, age of the child, undeveloped coping skills or, sometimes, habit. It usually resolves itself over time; however, there are occasions when the only way children will stop biting is to move them to a different environment. Remember as upset as you may be that your child was bitten, there is another set of parents who feel just as bad. Our goal is to work with both the child and parents to resolve the situation, if possible.

Parents will be notified by form or phone or both, depending upon the situation, if their child bites. The parents of the child who has been bitten will also be notified by form or phone or both, depending upon the situation.

If a child bites twice in one day, they will be sent home for the day.

Children who bite repeatedly will be asked to take a time-out from the Nursery.

Repeated biting that does not stop after we have exhausted all preventive methods will result in the dismissal of the child from the Nursery.

DISRUPTIVE BEHAVIOR

Children will be sent home if they become disruptive or abusive to themselves or others, including the staff, or if their behavior interrupts the regular schedule during any part of the day including nap/rest time.

We ask that when you have been told by our staff that your child has been involved in disruptive behavior that you will work with us to resolve the problem. Parents who are unwilling to address or help staff resolve disruptive behavior will be asked to remove their child from the Nursery.

Please be aware that while a parent may feel certain behavior is acceptable at home, it may not be appropriate at daycare.

Any child, whose behavior is so disruptive that it interferes with the daily care, activities, and general well-being of the other children and it cannot be resolved, will be dismissed from the Nursery.

Parents will be responsible for replacing any items that their child willfully destroys. (Example: books, toys or other Nursery items.)

Ardmore Day Nursery reserves the right to dismiss any child for disruptive and or damaging behavior.

INAPPROPRIATE/FOUL LANGUAGE

We do not tolerate the use of foul language (cursing). Children usually are repeating something they have heard and do not understand the meaning. However, they will use the language in the context that it was heard (i.e. in anger).

Our first reaction to a child saying a foul word is to ignore them. When no reaction from the adult is observed, they will usually forget about it.

If a child says an inappropriate word, and ignoring the situation does not work, we tell the children that we do not use that word at daycare or that that word is not acceptable and move on to a new topic of conversation.

Name calling or making fun of another is not allowed for any reason.

You will be notified if your child is using inappropriate language or displaying inappropriate behavior.

TRANSITIONS: MOVING FROM CLASSROOM TO CLASSROOM

There will be a time, depending upon the age of your child and the classroom in which they enrolled, that we will need to discuss moving your child up to the next age group. This means leaving the teachers and sometimes most of the children they may have become accustomed to being with. Sometimes parents become very uncomfortable when it is time to move their child because they have developed a relationship with the classroom teachers and don't want to start over and begin anew.

We understand the hesitation and work very hard to make the transition go as smoothly as possible. If we are able to do so, we try to move children in pairs or more. When public school starts in August/September, we usually move a large group at one time. We do understand that moving can be traumatizing for the child and parent, but moves are necessary depending upon the situation.

In order for the Nursery to be able to service other area families who also need daycare, we have to be able to move children so our enrollment can continue. Although the next set of teachers may have different methods, rest assured that they will take good care of your child.

There will also be times when we cannot move your child up because there is no space available. During those times, we have no choice but to leave your child in their current room until space becomes available.

Also, please remember your child does not have to transition to every classroom to have to a successful and fulfilled experience while at Ardmore Day Nursery.

We ask that you please work with us in this very necessary part of being in daycare so that transitions go smoothly for all.

You are always welcome to bring your questions or concerns to the office regarding room changes.

COMMUNICATION

Communication is important in forming a good parent/teacher relationship. Sharing information is not always easy since parents and teachers are busy. If you have a concern, please visit with your child's teacher/teachers in the classroom. Open communication will make things go more smoothly for your child, you and the Nursery. We try to make a point to visit with our parents on a daily basis when there issues.

Conferences with the teacher(s) and the Director can be set up through the office.

ITEMS NOT ALLOWED AT THE NURSERY

No coins or money, glass bottles or other glass items, jewelry, beads, balloons or any small objects that a child could potentially swallow or that could be an endangerment to a child will be allowed.

No adult or play make-up of any kind including foundation, lipstick, nail polish, nail polish remover, blusher or eye shadow will be allowed.

No toy guns or any toys associated with violence, baseball bats, ropes or lariats, or spurs are allowed. Inappropriate toys or other items will be taken to the office for pick-up.

NO GUM OR HARD CANDY

Children, who arrive at the Nursery with gum or hard candy, including suckers, will be asked to dispose of it in the trash. Any hard candy or gum brought to the Nursery will be put up for parents to pick-up.

Suckers are given only when the entire class can have one.

DAILY SHEETS

Children enrolled in the one and two year-old age programs will have daily sheets sent home each day informing you of your child's activities for that day. The information on these includes all diaper changes, how well your child ate, the activities he/she took part in, their behavior and moods, and any supplies needed such as diapers or wipes.

Children enrolled in the three and four year-old age programs **do not** receive a daily sheet. The teachers in those classrooms will keep you informed of your child's progress.

ACCIDENT/INCIDENT REPORTS

An **accident report** will be filled out each time your child has an accident at the Nursery. Our definition of an accident is a bump, bruise, scrape, or bite that leaves a noticeable mark that requires treatment. We make every effort to be extremely diligent, but there may be occasions that a mark or bite may be missed, especially if the child does not cry or show any obvious discomfort.

You will be notified immediately if a serious injury occurs.

If your child is displaying inappropriate behavior, bringing harm to others or destroying center property, you will receive an **incident report**.

We keep a copy of each report in your child's file, and one is given to you for your information.

NOTICE: Depending upon the situation, minor scrapes, scratches, or bumps may not receive a written report.

We need to be told about any injuries received at home so the Director and staff are aware that the injury did not happen at daycare.

FOR THEIR SAFETY, CHILDREN ARE NOT ALLOWED IN THE KITCHEN AREA FOR ANY REASON.

LEGAL CUSTODY

The Nursery **cannot** refuse to release a child to the child's biological parent. In most cases, both parents have equal custody rights unless a court or valid written separation or divorce decree provides otherwise. In this case we will need an official court appointed copy of the decree to keep on file.

If you are experiencing custody differences, we strongly recommend you keep the staff fully advised of the circumstances that affect the Nursery. All legal documents must be kept on file in the office.

In cases where parents share custody/visitation we will not be responsible for the exchange of clothing, toys, medications or other items. We will not pass messages between parents. Anytime it becomes an issue for Nursery, we will ask that the exchange be made outside the Nursery.

CHANGE OF ADDRESS AND PHONE NUMBERS

If your address or phone numbers change, please contact the office immediately. Even if it is only temporary (e.g. going out of town for the day), we need a contact number.

If we do not have the current phone numbers, it will be difficult to notify you should an emergency arise.

We must have your current phone numbers including personal and work numbers as well as other emergency contacts on file so we can reach you at all times.

If we are unable to contact parents in case of emergency, we are obligated to call local authorities.

EMERGENCY PROCEDURES

FIRE DRILLS

Fire drills are conducted each month. The children in the Yellow and Orange Rooms evacuate to the front of the building. Children in the Red and Blue Rooms evacuate to the back playground area.

TORNADO DRILLS

Tornado drills are conducted each month. The children will be taken to a shelter during Tornado/Severe Storm Warnings. If no one answers the door during stormy weather please try to reach us by phone so we are aware that you are at the door. We will be in the shelters if the sirens have sounded.

Tornado and Fire Drills procedures are posted in each classroom.

EVACUATION PLAN

Our designated area for you to pick up your child/children in case of fire, structural damage, or other unforeseen problems is the Ardmore Public Library. The Ardmore Public Library is located across the street from Ardmore Day Nursery at 320 “E” Street NW.

The children will be in either of two locations inside the library:

1. The front foyer area
 2. The meeting room to the left of the front foyer
- Alternative Area: Open grassy area by the library parking lot

RELOCATION PLAN

In the event that we must evacuate from the building and the area/neighborhood for any reason such as a fire or other disaster, children will be loaded into staff cars and taken to one of the following areas:

1. The parking lot area on the West side, directly behind where the J. C. Penney’s store at the Stores of Ardmore Mall is currently located. (Formally Mountain View Mall)
2. The parking lot where the AMC Classic Ardmore 8 movie theater/Pet Co. is currently located.

Parents will be notified by the *Remind Texting System*, if available.

PERSONAL INFORMATION

We ask you to keep us informed of anything that may worry or excite your child, such as illness of a family member, moving to a new home, or even a new pet. This will help the teachers to better relate to and understand your child’s behavior and emotions.

PARTIES/YEARLY EVENTS

Valentine's Day Party –February (date varies) 3:30 to 4:00 pm

Easter egg Hunt- Thursday before Easter at 3:30 pm

“Muffins with Mom” is held the Friday before Mother's Day from 8 to 9 am

“Donuts with Dad” is held the Friday before Father's Day from 8 to 9 am

Pictures (twice yearly) Spring Pictures are March/April • Fall Pictures are September/October

Open House/Carnival- Last Thursday in October from 6:30 to 8:00 pm

Christmas Party-December (date varies) 3:30 to 4:30 pm

NURSERY SPONSORED EVENTS

The Nursery hosts parties for the children before or on most major holidays as well as an annual Open House/Carnival that is held in October. Our Board of Directors purchases the food and supplies for parties but parents are always welcome to send food or treats as long as we are notified in advance. We do request that anything sent is age appropriate and is not considered a choking hazard for young children.

Most of our events are scheduled during the late afternoon or early evening to give parents the chance to attend, if possible.

We do ask that if you attend that you are prepared to take your child with you. It is very unsettling for young children to be left after a party when they see most of their friends going home.

If you absolutely have to return to work, let the teacher(s) know in advance so they can be prepared to help your child adjust to your leaving.

Parties generally are for 30 minutes to 1 hour, so please be mindful of the fact that the teachers still have to clean up the rooms after you have gone. We also ask that you do not allow your child to run in and out of the classrooms during parties. It is very stressful on the teachers who are trying to maintain the routine and are responsible for the safety of the children. If you leave the classroom with your child during a party, please let the teacher know. During our Fall Open House/Carnival, you are responsible for the whereabouts and the safety of your child. Please do not let them run freely through the building or toward the front door without supervision. For everyone's enjoyment, please assist your child with the refreshments and do not allow them touch or play with the food. We want our parties to be as fun and stress free as possible for everyone.

BIRTHDAY PARTIES

Formal parties (i.e. birthdays) must be held outside the Nursery. Invitations to parties must be mailed or given to parents, if the entire class is not included. For birthdays, parents may bring a cake or cupcakes as afternoon snack. Individual treats bags may be brought for each child.

Please make sure treat bag items are age appropriate and do not contain possible choking items. (Treat bags will be sent home with the children.)

NO BALLOONS (Broken Balloons are considered choking items)

Gifts such as balloon bouquets, stuffed animals, candy, flowers or other items sent for Valentine's Day, a birthday or other celebration will be kept in the office for the parent to pick up.

Department of Human Services (DHS) regulations prohibit us from serving homemade food for parties or snacks to the Nursery children. All cakes, cupcakes, and cookies must be store bought and wrapped in their original containers.

HELPFUL TIPS

1. When leaving your child/children, it is helpful if you are emotionally ready to say good-bye and walk out. Children sense indecision and your fear of leaving them. When you hand your child over to the teachers, be sure you are completely ready to make the transfer.
2. It is not helpful to linger in the classroom when your child is experiencing separation issues. Instead, establish a routine to follow each day so that your child will develop a secure feeling during this time. When separation issues exist, it is not beneficial to hold them for a long period or to pick them back up after putting them down. It is only an additional separation step for them.
3. Never leave without saying good-bye. Be sure your child sees you go. We will hold them, comfort them, and redirect them if they are upset.
4. Letting your child walk into daycare once they are walking is a big accomplishment and gives the child a feeling of control.
5. Always sign in and out using the signature book located on the podium in the hallway.
6. Visit with your child's teachers often for updates on your child's accomplishments, needs, behaviors or if there are special circumstances that the teachers may need to know about.
7. Please check the folder on your child's locker daily for notices, announcements, forms, and classroom work.
8. Please pick up billing statements each week from your child's folder.
9. Parents visiting the Nursery longer than five minutes must park in The Nursery parking lot.
10. When arriving or departing the Nursery, the drive adjacent to the building must be used by northbound traffic, and the drive adjacent to the street must be used by southbound traffic.

DAILY SUPPLY LISTS

5 MONTHS up to 24 MONTHS:

Diapers

Wipes

Change of Clothing

Bottles/Formula or Breast Milk/Baby Food (if needed)

Children under the age of 12 months are not allowed to have blankets or any other items in cribs. Children under 12 months must sleep in a sleep sack provided by DHS

Alternative: Footed Pajamas

DHS Blanket Rules: For Children: 12 up to 24 months

Only thin single layer blankets

No heavy/thick, oversized, or double layer blankets or quilts

No double layer tied fleece blankets

Items not allowed in cribs:

Stuffed animals

Pacifiers with any kind of attachment (toys/stuffed animals)

Bottles/Self-feeders

TWO YEAR OLDS (24 TO 36 MONTHS):

Diapers or Pull Ups

Wipes

Change of Clothing (including underwear and socks)

Blanket

Pillow with removable pillowcase (optional)

THREE/FOUR/FIVE YEAR OLDS (36 TO 60 MONTHS):

Change of Clothing (including underwear and socks)

Blanket

Pillow with removable pillowcase (optional)

As replacements are needed the classroom teachers will send home notes and/or post the needed items on the dry-erase boards located outside the classroom doors.

TOBACCO FREE FACILITY

To continue our policy of providing the best possible environment for everyone, we want you to know that Ardmore Day Nursery is a “Tobacco Free” facility.

This means absolutely no tobacco use of any kind including vapor devices is allowed in our building, in our parking lot or on our grounds.

No combustible materials of any kind are allowed on the property.

CELL PHONE/TEXTING

While we are aware that it has become the custom of other daycares to let their teachers send pictures and/or texts to parents during the working day, it is against our policy for teachers to be using their cell phones while taking care of the children. Our teachers are busy with a group of children and taking pictures and texting takes time away from the care of the children and could invite an increase in problems of biting, fighting, and accidents.

It is our priority for the teachers to focus their attention to the care of their group of children.

We also ask that parents not send texts to the teachers. Please call the office with any questions, requests or concerns.

You are always welcome to call and speak with your child’s teacher or visit in person regarding their care.

There may be an occasion where someone in the office will send you a photo if your child has a wound or injury we would like you to see.

Some parents have asked us to "face time" their child when they want to speak face to face. On those occasions this will be done through the office, as a courtesy. Since personal phones are used we ask that you respect and not abuse the personal cell phone numbers of the Office Staff.

SOCIAL MEDIA

It is our policy that our staff does not discuss any of the Nursery children, their families or our staff on any social media websites and this includes the posting of photos and videos.

Please be aware when taking pictures/videos at Nursery events, including parties that not all parents wish their child/children to be posted to social media websites. We discourage the posting of any photos/videos that include other Nursery children without their parent's/guardian's consent.

REQUEST FOR A.D.N. STAFF CARE OUTSIDE OF THE NURSERY

To keep from creating conflict and creating potential problems such as favoritism, we discourage our employees from keeping the Nursery children outside the daycare. We feel that there are boundaries that need to be respected such as the individual's right to their private time without feeling an obligation beyond their work priorities. However, occasionally parents do request that one of our staff keep their child/children for them when they have special occasions such as work related events. We leave these arrangements between the two parties. If you do engage an Ardmore Day Nursery staff member to watch your child outside of the Nursery, be aware that you are doing so at your own discretion and the Nursery cannot be held accountable and is not liable for that person's actions.

POLICY GUIDELINES

Our policies are written as a guide so that all our families may have an enjoyable experience while at the Nursery. It is only fair for all parents to follow the established guidelines and not ask for or expect exceptions for their child/children.

All policies that are under the regulation of the Department of Human Services will be strictly enforced.

Any parent/guardian, who refuses to follow the Nursery policies or tries to manipulate our policies for their own benefit, will be asked to remove their child.

We reserve the right to change, add to, or revise the Parent Policy Manual without prior notice.

MEDIA RELEASE FORM

The Ardmore Day Nursery, Inc. has my permission to use my child’s name and likeness in any public relations events sponsored by the Nursery, including press releases, advertisements, brochures or Ardmore Day Nursery web pages.

My permission also includes the use of photographs in either singular or group format made by the Ardmore Day Nursery staff or other media including newspaper and television personnel. Permission for use is also granted for family members in any photographs taken.

_____ I give permission

_____ I do not give permission

(Please check one)

Child’s name _____

_____ Date _____

Parent/Guardian signature

FIRST AID/PREVENTION

By signing below, you are giving permission for Ardmore Day Nursery Staff to apply the following to your child as deemed necessary.

Mark through any item on the list below you do not want used on your child.

- 1. Anti-biotic ointment for cuts and scrapes
- 2. Hydrogen Peroxide
- 3. Anti-itch cream for insect bites
- 4. Sunscreen
- 5. Bug repellent (mosquito spray)
- 6. Diaper rash ointment
- 7. Baby powder
- 8. Teething lotion
- 9. Bandages
- 10. Eye Wash (to help remove sand or grit from eye)

_____ Date _____

Parent/Guardian Signature

PARENT POLICY AGREEMENT

I/We have received a copy of the Ardmore Day Nursery, Inc. Parent Policy Manual.

I/We have read and agree to abide by the policies and procedures of the Ardmore Day Nursery, as required by the Ardmore Day Nursery Board of Directors.

By signing this document, I am also agreeing that I have been told and am aware that there is a Compliance File with all Department of Human Services (DHS) Reports and correspondence to Ardmore Day Nursery in the Ardmore Day Nursery office that is available to me for viewing at all times.

Parent/Guardian Signature - Date

Parent/Guardian Signature - Date

This form must be signed and returned to the office to complete your enrollment and is a part of your child’s file.

LIST OF HOLIDAY CLOSINGS

2019:

New Year's Day: January 1st (Tuesday)

Good Friday: April 19th (Friday)

Memorial Day: May 27th (Monday)

Independence Day: July 4th (Thursday)

Labor Day: September 2nd (Monday)

Thanksgiving: Closed November 28th & 29th (Thursday and Friday)

Christmas: December 25, 26, 27th (Wednesday, Thursday, Friday)

2020: New Year's: January 1st (Wednesday)

Scheduled Parties/Events:

2019:

Valentine's- Thursday, February 14th -3:30 pm to 4:00 Pm

Easter Egg Hunt and Party- Thursday, April 18th -3:30 pm to 4:30 pm

Muffin's with Mom-Friday, May 10th - 8 am to 9 am

Donuts with Dad-Friday, June 14th -8 am to 9 am

Open House/Carnival-Thursday, October 24th- 6:30 pm to 8:00 pm

Christmas Party-Friday, December 13th – 3:30 pm to 4:30 pm

Dates and times are subject to change.

The Nursery may also be closed from one to several days before and/or after a holiday depending upon the day of the week the holiday falls on.

Notes with more details are posted and/or given out prior to each event/closing.
The Remind text messaging system also sends event/closing reminders.

