



Welcome,

We are extremely excited you have chosen Tender Years Child Development Center for your precious little one. We know this is a hard decision. We want to put your mind at ease by showing you each day that you made the right choice. We as a center strive for greatness. Our goal as a center is to not only maintain the highest standards by ensuring all our children are kindergarten ready but also ensure we are meeting the needs of each individual family the best we can. If you have any questions before your child's first day, please do not hesitate to call.

Below you will find what your child will need to start their first day of school.

****We will need the full registration packet completed and returned to the front office before your child can start. We will also need an updated shot record for your child****

Label your child's belongings with his/her first and last name!

Infants	One's	Pre-K 2	Pre-k 3 &4
Diapers	Diapers	Diapers/Pull-ups	
Wipes	Wipes	Wipes	2- inch Nap Mat
Prepared Bottles	Extra Clothes	2-inch Nap Mat	Small Blanket
Extra Clothes	Crib Sheet	Small Blanket	Extra Clothes
Crib Sheet	Small Blanket	Extra Clothes	



Parent Complaint Policy

The following is the procedure to follow should you have a complaint which includes but is not limited to the care, supervision, nutrition, and treatment of your child(ren) during the hours in which your child(ren) is in Tender Years care.

Parents,

1. Discuss and address the issues with the owner/director of Tender Years. Contact the owner/director of Tender Years by phone if not able to discuss concern/concerns in person. Notify the owner/director of Tender Years immediately of any concerns you have.
2. Discuss calmly the concerns with the owner/director of Tender Years
3. Try to make every effort to arrive at a solution that is mutually acceptable to both me and the owner/director of Tender Years
4. If a satisfactory solution cannot be reached, I have the option to withdraw my child from Tender Years.

Tender Years,

1. The owner/director of Tender Years agrees to be available to discuss any concerns that a parent has which includes but is not limited to the care, supervision, nutrition, and treatment of a child/children during the hours which they are in Tender Years care.
2. To listen and discuss the concerns of the parent in a professional manner.
3. Will make every effort to arrive at a solution that is mutually acceptable to both Tender Years, keeping in mind the best interest of the child(ren) and the parent.
4. The owner/director of Tender Years will NOT discuss any of the parent's concerns with another parent.
5. The owner/director of Tender Years or any of its employees will not seek retaliation against the child(ren) by but not limited to maltreatment, shaming the child(ren) or their family, corporal punishment, or any form of punishment which is outlined in State guidelines and regulations.

I have read and agree to follow the complaint policy as outlined above.

Director or Designated Representative Signature

Date

Parent/Guardian Signature

Date

2490 Florida Street
Mandeville, LA 70433

Phone: 985-626-9493
Fax: 985-626-4068



Parental Awareness of Recordings

I am aware that Tender Years utilizes recordings and/or taping of my child such as digital recordings, videotaping, audio recordings, or web cams while in the center for observations/security purposes.

Parent/Guardian Signature

Date



Parent(s)/Guardian(s)

This letter is to assure you of our concerns for the safety and welfare of children attending Tender Years Child Development Center. Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- **Immediate evacuation:** Children are evacuated to a safe area on the grounds of the facility in the event of a fire, etc. In case of inclement weather, we may then proceed indoors at a neighbor.
- **In-place sheltering:** Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- **Evacuation:** Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility. We currently have 2 available, they are:
 - Emergency Relocation Facility A: Liza's Where Ya At Diner
 - Emergency Relocation Facility B: Mandeville TrailheadIf it ever becomes necessary to relocate, a sign will be posted on the door stating which facility we have gone to (A or B). If you're not sure how to get there, please ask for directions before there is an emergency.
- **Modified Operation:** This may include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary for a variety of situations.

Please listen to 94.7 radio station for announcements relating to any of the emergency actions listed above. You can also monitor our Facebook page for important updates along with emails from ProCare.

We ask that you DO NOT call during an emergency. This will keep the main telephone line free to make emergency calls and relay information.



Master Card

Child's Name: _____ Sex: _____ DOB: _____

	Mother	Father
Name		
Address		
Employer		
Cell Number		
Work Number		
Email Address		

Person with whom the child lives with: _____

Child's Doctor _____ Doctor's #: _____

Child's Dentist _____ Dentist #: _____

Does your child have any food allergies? YES NO

If yes, explain: _____

Does your child have any other allergies? YES NO

If yes, explain: _____

Does your child have any dietary restrictions? YES NO

If yes, explain: _____

* ***any dietary restrictions require written notification from child's physician****



To ensure we are maintaining a safe environment for your children, we have the following check-in and out policy: Children may ONLY be checked out by approved adults. To be considered an approved adult, the individual must be 18 years old, be listed below, and bring a picture ID. If the person is not an approved adult, your child will not be released to this person.

My child _____ has permission to be released to the following individuals:

First and Last Name	Phone Number	Allowed to Pick Up	Emergency Contact	Relation to Child
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	
		YES/NO	YES/NO	

Parent/Guardian Signature

Date

2490 Florida Street
Mandeville, LA 70433

Phone: 985-626-9493
Fax: 985-626-4068



Authorization for the Application of Topical Products

Child's Name: _____

I give permission for the center staff to apply the following topical products to my child whether center provided, or parent provided:

1. Diaper rash ointment: Yes No
If yes, name of ointment: _____

2. Sunscreen: Yes No
If yes, name of sunscreen: _____

3. Bug Spray: Yes No
If yes, name of bug spray: _____

******Baby powder is NOT allowed******

This one-time authorization will remain in effect until a new authorization is signed.

Parent/Guardian Signature: _____ Date: _____



Password Protection Agreement At ChildView, we prioritize maximum security measures to safeguard the ChildView system from unauthorized access. As responsible parents and guardians, you play a vital role in ensuring the protection of your username and password. Your username and password serve as unique identifiers, enabling our system to recognize authorized users. Therefore, your login information acts as the primary defense against unauthorized access. It is imperative that you maintain exclusive control over your username and password and prevent their inadvertent disclosure to others. Please adhere to the following guidelines when creating your username and password:

- Usernames should be a minimum of 8 characters long. They can consist of any combination of letters and numbers, excluding spaces or special characters.
- Passwords should be a minimum of 8 characters long, comprising any combination of letters and numbers, without spaces or special characters. By signing this document, I acknowledge that:

- Cameras have been installed at this center for the purpose of streaming enrolled children over the internet, providing access to parents and other authorized users.

- I will not share my password with anyone other than spouses, and/or legal guardians.

Request for Access Credentials I hereby request the following username and password to be granted access to the ChildView.com system:

- Username: _____

- Password: _____

Enrolled Children Printed Name(s): _____ Authorized

User's Printed Name: _____

Authorized User's Signature: _____

Consent for the Use of Online Viewing: I, _____

[Parent/Guardian Name], hereby consent to the use of online camera viewing provided by ChildView at Tender Years at 2490 Florida Street. I understand and agree with the following terms and conditions:

1. Ownership of Surveillance Footage: I acknowledge that all surveillance footage captured by the cameras installed at Tender Years is the property of the childcare facility or its owner. This includes any recordings made within or outside of the premises during operating hours (cameras may not be set up to record).

2. Parental Access and Restrictions: I understand that as a parent/guardian, I am allowed access to real time, online, secure viewing of my child via the online app or by direct access via the web. However, I acknowledge that I do NOT have the right to duplicate or reproduce the video content by any means, including but not limited to screen recording or downloading. I also acknowledge that access to the online viewing app is strictly controlled by the childcare facility.



3. Prohibition of Sharing Access: I agree not to share my access credentials for the online viewing app with anyone else. I understand that sharing my access credentials would violate the terms of this agreement and could result in the termination of my access privileges.

4. Prohibition of Social Media Posting: I agree not to post, share, or distribute any surveillance footage obtained from Tender Years on social media platforms or any other public forum. I understand that doing so would infringe upon the privacy rights of other children and families enrolled in the daycare center.

5. Monetary Fine: In the event of a breach of the terms outlined in this document, I agree to pay a fine of \$500.00 to Tender Years as compensation for damages incurred due to my non-compliance

6. Protection of Passwords: I agree not to share my access password or any other login credentials provided by Tender Years with anyone else. I understand that sharing my password would infringe upon the privacy rights of the center owners and other children at the center.

7. Penalties for Violation: I understand that any unauthorized duplication or dissemination of surveillance footage, including posting to social media platforms, constitutes a violation of privacy rights and may result in legal action. I acknowledge that I may be subject to fines and legal liabilities, including but not limited to being sued by the daycare center or its owner for damages incurred due to such actions.

8. Release of Liability: I release Tender Years and Secure Link Technologies aka ChildView, including their owners, employees, and affiliates, from any liability arising from the use of online viewing in accordance with this consent.

I have read and understood the terms of this document, and I voluntarily consent to the use of online viewing the cameras at Tender Years.

Signature of Authorized User: _____

Printed Name: _____

Date: _____

For Office Use:

Date of Password Entry: _____

Employee Initials: _____



Helpful tips for your child's first day!

1. Your door code will be the last 4 digits of your cell, each parent will have their own code. Codes will be active once your child arrives at school, please ring doorbell for first drop off.
2. Each family is required to check in their child at drop off and pickup. You will be given a 4-digit pin and 4-digit passcode. These codes will be entered at the computer by the front office daily. Codes will be given at pickup on your child's first day
3. You will receive an email from Procure on your child's first day. If you do not give an email on your child's master card, you will not be entered into the system for important notifications. It is VERY important that you read this email and follow the directions. You will not get daily or center updates if you do not accept the Procure email.
4. Fill out Child View Form to have access to cameras.

ChildView Online Viewing Instructions:

To view the video on a computer or mobile device follow these steps.

1. Go to www.childview.com
2. Enter your username and password and login.
3. Select a camera and wait for it to load.

Mobile App:

You may also install our app from the Apple App Store or the Google Play Store. Just search for "ChildView".

5. Complete the CACFP form and return to the center. We participate in the food program and are required to have a form on file for every student.
6. Label your child's belongings with his/her FIRST and Last name!!
7. Please feel free to call the front office at any time!



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