



Parent Handbook

2490 Florida Street

Mandeville, LA 70448

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

Welcome, and thank you for choosing Tender Years as your child's preschool. Our mission is to provide a safe, fun, healthy and creative learning environment that will encourage children to explore and grow. We will strive to work in partnership with families to help meet social, emotional, physical and cognitive needs of every child.

This handbook has been prepared for your information and should be used as a guide to answer questions regarding our center. It is important that you familiarize yourself with our rules, policies and procedures in order to help us provide for your child.

It is our goal to make your child's days at Tender Years happy and memorable. If you ever have any questions or suggestions, please feel free to call us.

The parent handbook is yours to keep for quick reference regarding any questions you may have. If your questions cannot be answered by reviewing the handbook, please feel free to ask.

We request that you read the policies thoroughly and if you have any questions, contact our office.

Admission Policy and Enrollment Procedures

Prior to the child's admission, the director, in consultation with the parent, shall determine that the individual needs of each child can be adequately met by the center's program and facility. The **Parent Admission Agreement** shall be signed and dated by the parent and director.

Definitions

Center Director- Yvette Pitre is our center director. She is the on-site staff who is responsible for the day-to-day operations of the center. Yvette has been a member of our staff since March 1993.

Owner- Martha Williams is the owner of Tender Years. She maintains responsibility for the management, administration and supervision of the center through the center director.

Center- Refers to Tender Years Child Development Center.

Center Staff- Refers to all full or part-time paid or non-paid staff who perform routine services for the childcare center and have direct or in direct contact with children at the center. Center staff includes the director, childcare staff, owner, and other employees of the center such as the cook, housekeeper, driver, substitute, and foster grandparents excluding extra-curricular personnel.

Shall or Must- Mandatory

Parent- Parent(s) or guardian with legal custody of the child.

Mission Statement

Preparing children for life!

Louisiana Department of Education License

Tender Years Child Development Center is licensed by the Louisiana Department of Education. As a licensed early learning program, this program must follow the minimum standards outlined in the licensing regulations. This and more information can be found at: www.louisianabelieves.com

Open Door Policy

Our facility maintains an open-door policy for the families of currently enrolled children. Feel free to drop in whenever you wish to visit your child.

Hours of Operation

Normal services are provided Monday through Friday from 6:30am to 6:00pm. Please reference the school calendar as well as the Holiday/Closure portion of this manual for further information.

If for some reason you cannot be here before closing, we ask that you please arrange for someone to pick up your child. We charge a late fee any time a child is at the center past closing time. For every (1) minute after 6:00pm there is a \$1.00 charge per child. This charge will be due along with the following week's tuition.

Your child's day will start as soon as he/she arrives at Tender Years. Because children are more active and alert in the morning, we ask that your child arrive at school by 9:00am. Instructional time also starts at 9:00, we don't want any child to miss important information in the curriculum.

Customer Care

Your child will be treated with respect, love, and care. Our teachers and staff will look for ways to raise your child's self-esteem and to help him/her develop a positive self-image.

Our child will be accepted and treated in a fair manner to ensure that matters do not discriminate based on race, age, sex, national origin, disability, or breast-feeding preferences.

Your child is entitled to an environment that is free of harassment from other children and adults, and he/she will be treated fairly in all situations. If you feel your child has been treated unfairly, an appointment with the center's Director should be scheduled.

Guardianship Policy

The purpose of this policy is to make certain that we maintain a clear line of communication on the issue of who can make changes to your child's file, who can add/delete third part individuals from the child's file, and who is responsible for payments and other authorization regarding your child.

We maintain the philosophy that WHOEVER ENROLLS the child is our customer. We believe that we have an obligation to our customer to fulfill his/her demands. We do not get involved in child-parent custody battles, nor do we get involved in removing or adding one parent or another's name from the child file on a day-to-day basis.

The person who enrolls the child and completes this agreement will be the ONLY individual(s) to have full access to the child's file. IF BOTH PARENTS ARE SIGNATORY TO THIS AGREEMENT, THEN PARENTS WILL HAVE FULL ACCESS TO THE CHILDS FILE. If only one parent is listed, then only ONE parent will have access to the child's file.

The parties listed will have the right under this policy to act individually and without his/her spouse's signature. Please make certain that you understand this complete policy.

Child Release Guidelines

We will not release your child to anyone not listed by you on your child's master card. Proof of identification must be shown for your child to be released to a third party. ONLY adults 18 or older are allowed on the master card. You must come into the office and physically change the information as you add or remove people able to pick up or not pick up your child.

*Please note: If you, your spouse, or any person you wish to pick up or drop off your child has been placed on the registered sex offender's database, he/she will NOT be allowed on our campus. This is regardless of the specifics involving the case, the time frame, etc. Our staff members will check the registry against any names on your application and/or master card. It is your responsibility to notify us of any concerns or information pertaining to the individual listed in your child's file.

Confidentiality

Our facility maintains the confidentiality of all children's records. Employees of the center shall not disclose or knowingly permit the disclosure of any information concerning your child or your family directly or indirectly, to any unauthorized person. The Director, Assistant Director or Teacher shall be the only authorized staff to view your child's personal information. The center will obtain written, informed consent from the parent prior to releasing any information from which your child might be identified, except for authorized state and federal agencies. If your child is injured by another child or your child injures another child, staff is prohibited from sharing the names of the other children involved and will not confirm the name even if your child is old enough to communicate who was involved.

Smoke/Drug/Weapon Free Environment

Tender Years is a smoke Free, Drug Free, and Weapons Free facility.

Smoke Free Environment means...

Smoking is not allowed in any area of the property including but not limited to parking lots, driveways, restrooms, outdoor learning areas, classrooms, offices, kitchens, privately owned vehicles, etc.

Drug Free Environment means...

Adults, including staff, parents, volunteers, or visitors to the school shall not appear to any facility sponsored event under the influence of alcoholic beverages or unauthorized controlled substance, and the sale or use of such substance is prohibited on the property.

Weapon Free Environment means...

Adults, including staff, parents, volunteers or visitors to the school may not bring weapons of any kind onto the property.

Arrival & Departure

Please watch for small children and your speed when you enter and exit the parking lot. Excessive speed is unnecessary and dangerous. When you are walking your child to /from your car, please hold your child's hand. Prior to leaving check that your car doors are securely closed and that your child is properly belted in.

Cell Phones

We ask that you please refrain from the use of your cell phone while in our center so that you can devote your full attention to your child especially when picking him/her up.

Photographing

Web cams are installed, and all indoor activities done on campus will be monitored for security purposes. The use of video monitoring is for safety concerns, not for entertainment. The video monitoring is through Child View and is available to view online to authorized personnel only. Our staff may also take photos of your child at play and display his/her picture on bulletin boards throughout the center. Photos and videos may be uploaded to Procure for parents to view and pictures may be uploaded to our social media platforms.

Registration/Admission

Our centers enroll based on a first-come, first-serve basis. All enrollment forms must be completed, and registration fees paid prior to your child's first day.

Required Enrollment Forms are:

1. Master Card
2. Enrollment Agreement
3. Tuition Express Authorizations
4. Immunization Records
5. Any special forms that are necessary-Transportation Authorization, Medication Authorization, Care Plans for Medical Conditions, etc.
6. Parents' agreement
7. CACFP Form

The registration fee is annual fee and must be paid to secure your child's spot for the following school years.

Learning Program

Our staff will join you and your family to offer you child programs that encourage, stimulate, and guide physical, social, emotional, and intellectual growth. Each child is unique with individual interests and needs: therefore, the daily activities and play experiences are planned in accordance with your child's age, development level and interests.

Educational Philosophy

We believe children should be actively involved in play to develop the whole child. Teachers shall prepare a variety of interesting choices for the children each day so that they can make their own discoveries about the world as they are able to explore materials and learn to play with other children.

Curriculum Basis

"Frog Street is the most innovative curriculum on the market, as well as the newest. Key learning domains are woven into every aspect of Frog Street Pre-K, and weekly instructional plans are easy to follow and implement with fidelity. Integrated STEAM projects promote problem-solving and beginning coding skills." Please note that classroom activities begin by 9:00 am. Please make every effort to have your child at school prior to 9:00 am. You may NOT drop your child off after 9:00am

Television

The normal program and schedule DO NOT include watching television. However, short educational video clips may be shown to children over the age of two if they follow the Frog Street Curriculum.

According to the Early Childhood Regulations, time allowed for electronic devices for children two years and above should not exceed two hours per day.

Television use for children under the age of 2 years old is prohibited.

Programs, Movies, and Video Games Policy

1. Programs, movies, and video games with violent adult content, including but not limited to soap operas, television news, and sports programs aimed at an audience other than children, shall not be permitted in the presence of children:
2. All television, video DVD, or other programming shall be suitable for the youngest child present:
3. "PH" programming or its television equivalent shall not be shown to children under the age of five.
4. "PG" programming shall only be viewed by children aged five and above and shall require written parental authorization.
5. Any programming with a rating more than "PG" is prohibited.
6. All video games shall be suitable for the youngest child with access to games.
7. E10+ rated games shall be permitted for children ages 10 years and older.
8. T and M rated games are prohibited

Computer Practices

Pre-k 3 and Pre-k 4 are the only classes allowed to have computer/tablet access. The only games they are allowed to play are games on ABC Mouse.

Transportation and Field Trips

Field Trips are currently not offered at Tender Years

Menu

Your child will be served breakfast, lunch, and an afternoon snack. Lunches will consist of a nutritious, well-balanced meal, like those served in a cafeteria. A weekly menu will be posted on the bulletin board. Although we will make every effort to serve what is listed on the menu, we do reserve the right to make changes at any time.

Formula and baby food must be provided by parents. Regulations required the use of plastic baby bottles. Please be sure to label all baby bottles/caps, with your child's first and last name, and prepare them for each day. All bottles MUST have caps on them. All baby food must be in its original container and labeled with your child's first and last name. As your child begins the transition away from a bottle, Tender Years will provide a spill-proof cup. You are allowed to bring sippy cups into the infant room, please make sure they are labeled.

Emergency Response Plan

The emergency response plan covers the following situations.

- Fire
- Severe Weather
- Tornado
- Building Damage
- Medical/injury
- Hazardous Material Release
- Bomb Threat

If the center cannot reoccupy due to damage, we shall relocate the staff and children to the St. Tammany Trail Head Facility and the District #4 Fire Department. Both facilities are located on Gerard Street in Mandeville.

Parents/guardian notification will begin after children are safe.

Absentees

If your child should be absent for ANY reason, please notify us. This pertains to sickness, vacations, etc.

Information Changes

Please inform the office immediately of any changes in your home address, telephone numbers, emergency names and/or phone numbers, or the names and/or numbers of any contact person.

Toilet Training

Our staff will make every effort to coordinate with your style of training. You are required to supply us with clothing changes to adequately care for your child. Clothing changes should include socks and shoes as well as underwear and clothing. Please coordinate with your child's teacher as to when your child should be sent to school in underwear. Due to Health and Safety regulations, all toilet accidents must be contained in leak-proof clothing, ex. Pull-ups, plastic pants, etc.

Parental Involvement

Parents involvement is critical to the success of our program. We depend on your help and support and there are many opportunities to assist at the center. Families are encouraged to participate in take-home activities, parent observations, and volunteering to conduct a special family trade such as reading, musical instruments, etc. If your presence in the classroom distracts your child, you may have to observe from the hall or volunteer in another classroom.

Daily Communications

Daily notes are provided for children in the infant and toddler rooms. ProCare will be utilized in every class to give important messages. It is very important to check these emails, so you are aware of activities happening in your child's class and around the center.

Bulletin Boards

Located throughout the center, bulletin boards provide center news, upcoming events, holiday closings and announcements

Newsletters/Calendar

Newsletters and calendars are sent home monthly and provide information on what we are studying as well as center news, events and announcements

Communication

Certain situations affect children in different ways so please let your child's teacher know of events such as parents being away from home, a new person living in the home, illness or hospitalization of a family member, death in the family, change of residence, divorce or separation of parents, or death of a pet, etc.

Parents may request a conference with their child's teacher and/or the Director. If the need arises, the teacher/Director may also request a conference with the parents

Toys

We have ample equipment to keep your child happy, so please do not permit your child to bring toys, books, games, balls, etc. from home, unless it is for a special occasion as specified by your child's teacher or the director and the item is properly labeled. Part of our training is to teach sharing, and it is difficult to do when an item belongs to one child rather than all the children.

Clothing

It is important that your child wear comfortable and washable play clothing to school every day in case of food spills, paint spills or accidents happening. Each child should always have at least one complete change of clothes at the center. This extra change of clothes should be brought to the center in a large zip-lock bag and stored in your child's cubby.

All children must wear closed-toe shoes with backs. Sandals, flip-flops, or other open-toed shoes are not allowed for safety reasons.

Please make sure ALL personal belongings are labeled.

Lost & Found

Our center will place all unidentified clothing items in the lost & found box. Please check the lost & found box. Please check the lost & found frequently, we discard items monthly.

Water Activities

Our facility will offer water activities as part of our learning program. We must have authorization on file for each child wishing to participate in water activities before he/she can take part in the activity

Rest Periods

A rest period is scheduled daily to balance the active times at the center. Per state regulations, children will be allowed to rest for about 2 hours per day.

Parties

We will celebrate your child's birthday or other special events at school upon request. If you wish to bring a treat, cake, or other form of party food you may do so after planning with his/her teacher. Please be sure to bring enough treats for all the children in your child's class. The Louisiana Department of Health and Hospitals does not allow any food products to be brought into the center at any time. Exceptions are granted for special occasions such as birthday and holiday parties: however, the food products must be commercially purchased, with the label still on the item.

Scheduled Center Closures

Our Center will be closed for 3 in-service training days and on the following holidays:

New Years Eve	Memorial Day	Christmas Eve
New Years Day	July 4 th	Christmas Day
Mardi Gras Day	Labor Day	Good Friday
Thanksgiving (Thursday & Friday)		

If a holiday falls on the weekend, we will be closed the day before or the day after the holiday

Specific dates of these holidays will be posted prior to the holiday.

Weather Closures

In the event of severe or dangerous weather, Tender Years will close according to timing of weather. Parents/Guardians will be notified of closure as soon as possible. If the center loses water or electricity for an extended amount of time, we will be required to close immediately until utilities are restored.

Employees In-Service Days

In recognition that many of our teachers have families and children of their own, Tender Years strives to provide them with a work schedule that allows for as much time with their families as possible. However, we also recognize the necessity of training and certification of our teachers in order to provide your child with the highest level of care and preschool education as possible. To balance these two important aspects of childcare, we elect to have two (2) in-service training days per calendar year.

Tender Years will be CLOSED for in-service days. During these in-service days, your child's teachers and care givers will still report to work. However, instead of teaching your child, they will be attending educational classes. We will bring in outside instructions, educators, and trainers to conduct such training.

Closure for in-service days allows your child's teacher to:

- Become/remain certified in teaching, CPR, First Aid, Medication Administration, Health & Safety, etc.
- Acquire such training within working hours, thus upholding his/her commitments with their own families
- Be paid/compensation for such certification

Tender Years is proud of this policy as it adds to the quality of life as a Tender Years employee, thus reducing staff turnover.

Transition Policy

It is the policy of Tender Years to create a preschool experience that is as closely related to elementary school as possible. As a result of this, each class is created based on the October 1st cutoff date which is implemented in the St. Tammany Parish School Board. It is the belief of Tender Years and its staff that this is the most effective way for children to learn and grow. Each class will transition to the next age group in August of each year.

To effectively transition children to the next age group teachers communicate with each other to ensure each child's individual needs can be addressed by the next teacher.

Tuition & Fees

Tuition is due each Monday for the current week of service. If not paid by the close of business on Monday, your account will be assessed a late fee of \$25.00. Your full tuition and late fee must be paid by Wednesday of the current week of service for your child to return to our center on Thursday. Upon a late fee being charged, the fee cannot be removed no matter the circumstances. All accounts must always remain current. No family or client will be allowed to owe tuition more than one week of service.

All tuition payments made by credit card must be auto drafted via Tuition Express. The only in-house payments accepted are cash. Cash payments are due Monday at 9 am. If payments are received late more than twice, your family will have to participate in Tuition Express to remain enrolled.

The full tuition amount will still be due in the event of general absences, illness, a holiday, or inclement weather.

The registration fee is assessed annually and due prior to enrollment in the upcoming school year program. There is a registration fee for Summer Camp and Full Time Child Care.

Tuition and other fees are subject to change at any time without notice. Tuition fees may increase at a rate of five percent or higher, annually, approximately three percent will go toward staff and two percent for cost of operation.

Dismissal

Unfortunately, there are times when our staff unsuccessfully exhausts every effort to assist a child in learning appropriate behaviors. In the event this occurs with your child, the Director will request that you make other childcare arrangements

Any child may be dismissed if:

- The center cannot meet the physical, mental, or emotional needs of the child
- The child threatens the safety, health and or well-being of others
- A formal parent conference is not attended (one requested by the director)
- It is advised by a physician or child psychologist
- Any unpaid balance
- Five days of absence without notification to the center Director
- Enrollment was under fraudulent circumstances
- Parents ignore center guidelines and or cause undue stress to center staff or operations
- Repeated tardiness in picking up a child at closing time

Two-Week Withdrawal Notice

Tender Years requires a two-week notice to withdraw your child from the center. The two-week notice shall be in writing and given to the director. The failure to give a two-week notice will not waive your financial obligation of two weeks' tuition payable to Tender Years.

Health & Wellness

The following standards were developed to decrease the spread of infectious bacteria throughout our school. Please be advised that we will Strictly enforce standards outlined by the Department of Health & Hospitals and expect you to help us enforce the standards by cooperating with our staff.

If your child becomes ill while at school, you will be notified immediately. If your child shows symptoms of contagious or infectious disease, he or she will be placed isolated in the Directors' office. You will be required to pick him/ her up within the hour. It will be at the director's discretion of all precautions taken with ill children.

We want you to know we do not claim to be doctors, nurses or experts: however, we have worked in this field for many years and taken many classes related to the health & safety of children. We also work closely with our child Health Care Consultant to help us with unusual health and safety issues. Please feel free to contact us if you have any questions regarding these standards. For official information on illnesses, we will refer to the Louisiana Department of Health and Hospitals and or Caring for Our Children: National Health and Safety Performance Standards Guidelines of Out-Of-Home Child Care Programs

Immunizations

Immunization provides children with defenses against many contagious diseases. Before your child enters our program, all immunizations must be current or up to date. This is a state law.

1. All immunizations must remain up to date for your child to attend school.
2. An immunization record is required to determine if your child is up to date
3. The immunization record must have a current date of expiration or date when the next immunization is due and be signed by a Physician.
4. If the expiration date has passed, your child will not be able to attend school until immunizations are updated, and records indicate.

Hand Washing

Our facility encourages good personal health and hygiene habits. We require washing of hands upon entering the building, prior to meals, after toileting and after outdoor play. We encourage self-help skills for those children who are potty trained.

When washing your hands you should:

1. Use warm water, soap, and friction
2. Cover all parts of your hands including fingernails, between your fingers, thumbs, and hands
3. Wash the top of your hands and around your wrist. You should wash your hands at least
4. After using the restroom
5. Upon entering/exiting our center
6. Before eating
7. Before handling food
8. Coming in contact with yours or other bodily fluids, blood, mucus, etc.
9. After diaper changing
10. Any other time you feel it necessary

Excluding children from the facility due to illness

A child shall be excluded from the center if any of the following conditions exist:

Illness/Symptoms	Exclude Until
Meningococcal Disease (Meningitis)	Well and proof of non-carriage (complete of drug regimen) Rifampin or by negative throat culture obtained
Hib Disease	Well and proof of non-carriage (completion of four-day course of Hib Medication)
Diarrhea (2 or more loose stools, or over and above what is normal for that child)	Diarrhea resolves or is controlled (contained to diaper or toilet) until child is free of diarrhea for 24 hours
Fever of unknown origin (101 or higher)	Fever is resolved for 24-hour period or cleared by the child's physician (fever free without fever-reducing medicine)
Chickenpox	Skin lesions are all scabbed over
Hepatitis A	One week after illness started and fever is resolved
AIDS/ HIV Infection	Until child's health, neurological development behavior, and immune status is deemed appropriate (on a case-by-case basis) by qualified persons, including child's physician chosen by the parents/guardian and director
Undiagnosed Generalized rash	Cleared by the child's physician as non-contagious
Any child with a sudden onset of vomiting or excessive sleepiness	Evaluated and cleared by child's physician (vomiting-free for 24 hours)
Head Lice and or nits	Lice have been treated appropriately, and child is completely free of all nits
Any type of FLU or COVID	Cleared by child's physician
Vomiting and or Diarrhea	Resolved for 24 hours
Strep Throat, Pink Eye and Impetigo	Excluded until 24 hours after treatment is initiated
Molluscum	Open molluscum must be covered by bandage. If a sore cannot be covered, the child must stay home until it scabs over.

Children will also be sent home for the following reasons,

- Abdominal pain intermittent or persistent
- Blood not contained in an adhesive strip
- Head injury
- An impaled object
- Broken or dislocated teeth
- Allergic reaction
- Skin changes (rash, spots, swelling, etc.)
- Unusual breathing
- Dehydration
- Any temperature 101 or higher
- Any injury or illness requiring professional medical attention

Children experiencing any of the above-mentioned symptoms, signs or conditions should have documentation from the child's physician before returning to the center. With most other illnesses the waiting periods required after the onset of treatment vary with the sickness. The waiting period will be determined by the management of Tender Years. All other incidents, injuries, accidents, illness, and unusual behavior shall be reported to the parent/guardian

no later than the child's release to the parent/guardian representative. Any injury above the shoulders regardless of the extent, must be reported to the parent/guardian immediately.
Any child that gets hurt while at Tender Years and requires medical attention, may use Tender Years insurance to cover the hospital visit.

General Medication Guidelines

Parents that choose to administer medication by themselves to their children while on school campus or before entering school, shall complete the Parent Administered Medication at the Center Form. (children who are sick, should not be given ibuprofen or Tylenol just to be able to attend school for the day. Sick children must stay home)

Cortisone & Benadryl creams REQUIRE a note from the child physician and a medication authorization form with the information listed above.

Diaper rash cream requires a note from a parent. Must be labeled with the child first and last name

Emergency Medication

Only staff who are trained in medication administration are allowed to administer emergency medicine. An authorization form for emergency medication procedures must be filled out by the physician who prescribed the emergency treatment plan. EPI-PENS, Benadryl and Emergency Seizure Medication are examples of emergency medication. Any emergency medication that is brought into the center must be in the original container, shall not be expired and shall be clearly labeled with the child's first and last name. Authorization forms and medication forms must be updated every 6 months. A plan of action from the child's physician describing how to use the emergency medication and when to use the medication shall be maintained. Plan of action shall be reviewed and updated every 3 months.

Epi-Pen: At least one employee is trained on how to administer auto-injectable epinephrine to a child who is believed to have an anaphylactic reaction whether or not such child has a prescription for epinephrine.

Disciplinary Policy

The word discipline comes from the root verb disciple, which means, "to teach." Accordingly, the policy for discipline in our center will mean teaching children to recognize, understand, and accept the standard rules of social conduct and behavior. An environment that is respectful of children helps build their confidence and self-control. Positive discipline will be a part of all activities, performed by all staff and always conducted in a loving, caring and nurturing atmosphere. Acceptable behavior will be encouraged by positively reinforcing those behaviors.

Neither physical nor verbal punishment will ever be used with children enrolled in our facility. Cruel, severe, unusual or unnecessary punishment will not be inflicted upon children. Derogatory remarks will not be made about family members of children in our care or about the children themselves. No child or group of children will be allowed to discipline another child. Children will not be deprived of any center activity, including field trips, outdoor learning areas or other activities for disciplinary reasons. Withholding of meals, parts of a meal or snacks will never be used as a form of punishment.

Children will not be removed from the class for routine disciplinary reasons. However, in cases of severely disruptive behavior that is harmful to that child, another child, or an adult in the room, the child may be taken out of the classroom until he/she can safely return. When a child is removed from the group for disciplinary reasons, he/she will never be out of sight from the teacher. The center director may request an immediate conference with parents if necessary

The discipline policy will be in effect in all areas of the program, including the classroom, outdoor learning areas, buses, field trips and will apply during all activities to all teachers, all service providers, all volunteers, all observers, parents and children

Behavioral Management Policy

The behavior management policy shall prohibit children from being subject to any of the following:

- Physical or corporal punishment which includes but not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting

anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position

- Verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to “shut up.” Or making derogatory remarks about children or family members of children in the presence of children
- The threat of a prohibited action even if there is no intent to follow through with the threat
- Being disciplined by another child
- Being bullied by another child
- Being deprived of food or beverages
- Being deprived by devices such as highchairs or feeding tables for disciplinary purposes, and
- Having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime

Behavior Management and Support Policy

Tender Years is committed to providing a safe, nurturing, and supportive environment for all children. Our goal is to help each child develop the social, emotional, and behavioral skills necessary to be successful both educationally and socially. Children at a young age are still learning how to express their emotions and communicate their needs. Behaviors such as tantrums, emotional outbursts, and difficulty with self-regulation may occur as part of normal development. Our staff will use positive guidance and redirection strategies to support children as they learn appropriate behaviors. In situations where a child demonstrates persistent challenging behaviors that may impact on the safety of the child, other children, or staff, Tender Years will take the following steps to support the child before considering dismissal from the program:

1. **Observation and Behavior Support Plan:**
Teachers and staff will closely observe and document the child’s behavior. The teacher and director will communicate with the child’s parents or guardians regarding concerns observed in the classroom. A behavior management plan will be developed and implemented to support the child’s success. The plan will be followed consistently for a minimum of two weeks and may be adjusted as needed based on the child’s progress.
2. **Developmental Screening or Evaluation Referral:**
If staff believe the behavior may be related to a developmental concern, including possible speech or communication delays, parents may be encouraged to seek an evaluation through Early Steps or Child Search, depending on the child’s age.
3. **Consultation with Early Childhood Mental Health Services:**
With written parental consent, Tender Years may request assistance from the Tulane Infant and Early Childhood Mental Health program (TIKES). A Mental Health Consultant may observe the child in the classroom and provide recommendations to develop or modify a behavior support plan.
4. **Dismissal from the Program:**
If all reasonable efforts to support the child have been implemented and the behavior continues to pose a safety risk or significantly disrupt the learning environment, Tender Years reserves the right to dismiss the child from the program.

Examples of behaviors that may result in dismissal include but are not limited to: ongoing aggressive behavior such as hitting, biting, or kicking; repeated attempts to harm self or others; destruction of property; or behaviors that require more individual supervision than the center can safely provide.

Prior to dismissal, parents or guardians will be notified of the concerns and the steps that have been taken to address the behavior. Whenever possible, families will be provided with documentation of the behavior, support efforts and recommendations for outside services or evaluations that may benefit the child.

Parent cooperation is essential in supporting a child's success. If a parent or guardian declines to participate in recommended behavior support strategies, evaluations, or resources offered by the center to address ongoing behavioral concerns, the child may be subject to immediate dismissal from the program.

In situations where a child's behavior presents an immediate safety risk to themselves, other children, or staff, the center reserves the right to suspend or dismiss the child without completing all steps outlined above.

Tender Years will make every reasonable effort to work collaboratively with families; however, the safety and well-being of all children and staff must remain the center's top priority.

Time Out

- Time out shall not be used for children under age 2
- A time out shall take place within sight of staff
- The length of each time out shall be based on the age of the child shall not exceed 1 minute per year of age.
- For Children over age six, a time out may be extended beyond 1 minute per age, if a signed and dated statement, including a maximum time limit, from the parent granting such permission, is on file at the center

Procedures

The following procedures will be used to implement the above policy

Rules

Standard rules of social conduct and behavior will be specified at parents or guardians to inform them of an action taken and to arrange for them to meet with the teacher if deemed appropriate.

Disciplinary Action Not Permitted in our Center

The following violations of the Disciplinary Policy will be grounds for immediate termination of an employee.

Parents and Volunteers who violate this policy will be excluded from the center entirely.

- Striking or pinching a child with their hand or an object
- Pulling a child's hair
- Withholding meal, parts of a meal or snacks
- Requiring a child to clean up bodily fluids or feces from any surface

The following violations of the Disciplinary Policy will be grounds for immediate reprimand of an employee.

Parents and Volunteers who violate this policy on the first occasion will be forbidden to volunteer or interact with children enrolled at the facility.

- Jerking or dragging a child by the hand or arm
- Displaying a switch, belt, yardstick, or other object in a threatening manner
- Grabbing a child in a frightening manner
- Shouting or yelling at a child
- Calling a child, a derogatory name
- Speaking to a child in belittling or demeaning terms
- Depriving a child of a center activity (such as outdoor learning, field trips, etc.)
- Placing a child alone, out of sight
- Seating a child at a table alone at a meal or snack time
- Physically forcing a child to lay down at rest time
- Forcing a child to eat any part or all a meal

Anyone who has direct knowledge that the Company's Discipline Policy and/or Procedures have not been followed will report this information immediately to the center Director.

Outside Food: No outside food is allowed in the center due to children having allergies. The only time outside food is allowed is for birthdays and holidays. Any outside food must be store bought and remain in the original packaging, sealed with a nutritional label on it so we can see all ingredients.

Biting Policy

We take biting very seriously and try to prevent it before it happens. We believe the classroom environment is the biggest aid in prevention: therefore, our classroom environment is designed to encourage active play and offers many choices of activities for children to choose. In the event your child bites, we will take standard disciplinary actions as outlined in our Disciplinary Policy.

- Any child who bites 3 times in a day will be sent home for the day.

- Any child who bites, causing the skin to break and bleed, will be sent home immediately.

For children that bite frequently, we reserve the right to suspend and, in some cases, expel the child from our program. Suspension and/or expulsion will be at the discretion of the Director/Owner.

Child Abuse/Neglect

As mandated reporters, all center staff shall report any suspected abuse and/or neglect of a child in accordance with R.S. 14:403 to the local Child Protection Agency. The Telephone number for the Office of Social Services is 225-686-7257

Complaint Procedure

Main Office: 985-626-9493

Owner: Martha Williams: 985-626-9493

Please direct any significant, unresolved licensing complaints to:

Department of Education

1201 North Third Street

Baton Rouge, LA 70802-5243

LDELicensing@la.gov

Phone: (225) 342-9905

Fax: (225) 342-96

Non Discrimination Statement effective 12/22:

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410; or

2. fax:

(833) 256-1665 or (202) 690-7442; or

3. email:

Program.Intake@usda.gov

This institution is an equal opportunity provider.



United States Department of Agriculture

Serve Tasty and Healthy Foods in the Child and Adult Care Food Program (CACFP)

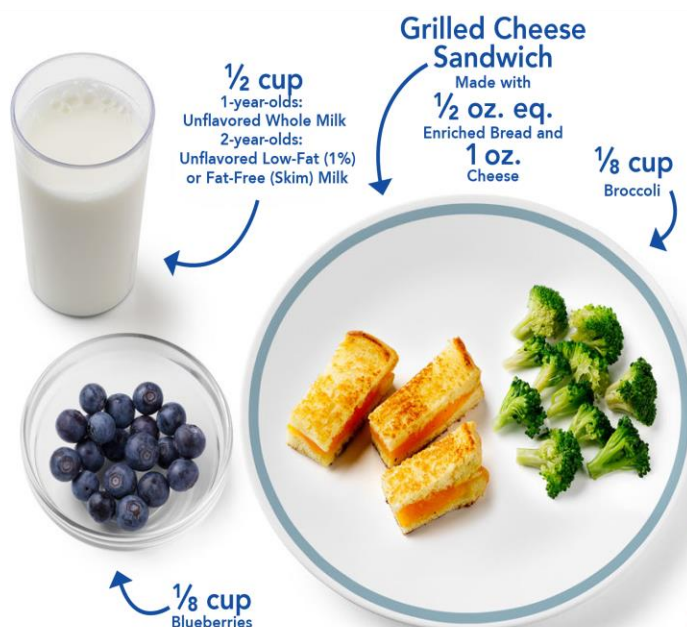
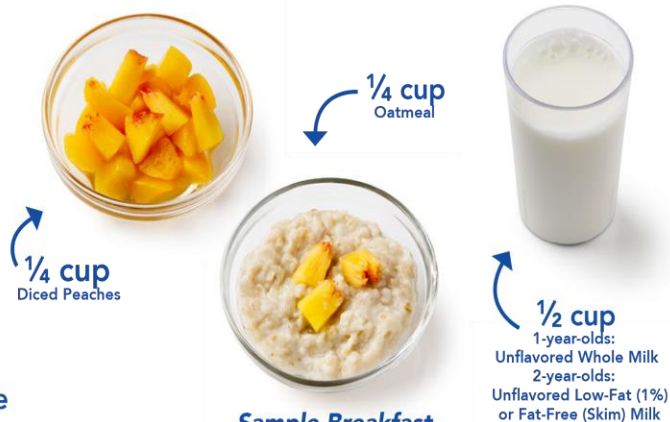
Sample Meals for Children Ages 1-2



What is in a Breakfast?

Milk (4 fl. oz. or 1/2 cup)
Vegetables, Fruits, or Both (1/4 cup)
Grains (1/2 oz. eq.)

Optional: Meats/meat alternates may be served in place of the entire grains component up to 3 times per week at breakfast.



What is in a Lunch or Supper?

Milk (4 fl. oz. or 1/2 cup)
Meats/Meat Alternates (1 oz. eq.)
Vegetables (1/8 cup)
Fruits (1/8 cup)
Grains (1/2 oz. eq.)



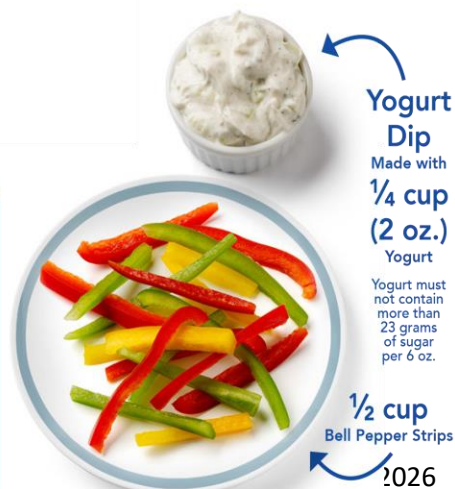
All grains served must be whole grain-rich or enriched.
Breakfast cereals may also be fortified.
At least one grain served each day must be whole grain-rich.



Offer and make water available all day.

What is in a Snack?

Pick 2:
Milk (4 fl. oz. or 1/2 cup)
Meats/Meat Alternates (1/2 oz. eq.)
Vegetables (1/2 cup)
Fruits (1/2 cup)
Grains (1/2 oz. eq.)





United States Department of Agriculture

Serve Tasty and Healthy Foods in the Child and Adult Care Food Program (CACFP)

Sample Meals for Children Ages 3-5

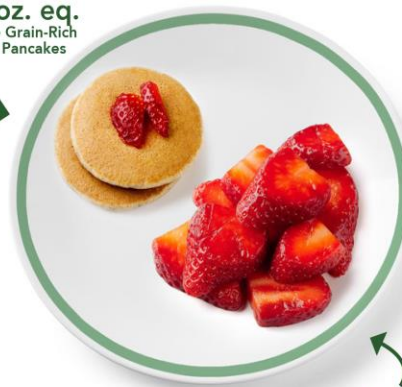


What is in a Breakfast?

Milk (6 fl. oz. or $\frac{3}{4}$ cup)
Vegetables, Fruits, or Both ($\frac{1}{2}$ cup)
Grains ($\frac{1}{2}$ oz. eq.)

Optional: Meats/meat alternates may be served in place of the entire grains component up to 3 times per week at breakfast.

$\frac{1}{2}$ oz. eq.
Whole Grain-Rich
Mini Pancakes



$\frac{3}{4}$ cup
Unflavored
Low-Fat (1%)
or Fat-Free
(Skim) Milk

$\frac{1}{2}$ cup
Sliced
Strawberries

Sample Breakfast

$\frac{3}{4}$ cup
Unflavored Low-Fat (1%)
or Fat-Free (Skim) milk



1 Taco
Made with
 $1\frac{1}{2}$ oz.
Lean Ground Beef,
 $\frac{1}{4}$ cup
Lettuce*, and
 $\frac{1}{8}$ cup
Chopped Tomatoes

$\frac{1}{2}$ oz. eq.
Enriched Flour Tortilla



$\frac{1}{4}$ cup
Roasted Sweet
Potatoes

Sample Lunch/Supper

A second, different vegetable may be served in place of fruit at lunch and supper. In this meal, the $\frac{1}{4}$ cup of lettuce and $\frac{1}{8}$ cup of tomatoes in the taco meets the vegetables component, and the $\frac{1}{4}$ cup of sweet potatoes is used to meet the fruits component.

*Raw leafy greens, such as lettuce, credit for half the amount served. The $\frac{1}{4}$ cup of lettuce in the taco counts as $\frac{1}{8}$ cup of vegetables in this meal.

What is in a Lunch or Supper?

Milk (6 fl. oz. or $\frac{3}{4}$ cup)
Meats/Meat Alternates ($1\frac{1}{2}$ oz. eq.)
Vegetables ($\frac{1}{4}$ cup)
Fruits ($\frac{1}{4}$ cup)
Grains ($\frac{1}{2}$ oz. eq.)



All grains served must be whole grain-rich or enriched.
Breakfast cereals may also be fortified.
At least one grain served each day must be whole grain-rich.

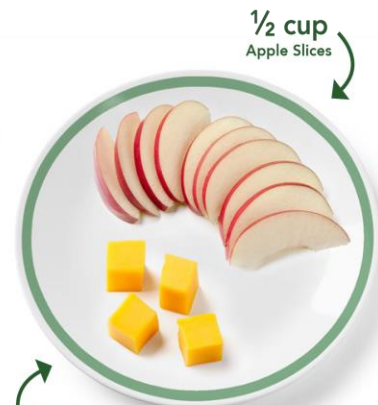


Offer and make water available all day.



What is in a Snack?

Pick 2:
Milk (4 fl. oz. or $\frac{1}{2}$ cup)
Meats/Meat Alternates ($\frac{1}{2}$ oz. eq.)
Vegetables ($\frac{1}{2}$ cup)
Fruits ($\frac{1}{2}$ cup)
Grains ($\frac{1}{2}$ oz. eq.)



$\frac{1}{2}$ cup
Apple Slices

$\frac{1}{2}$ oz.
Cheddar Cheese

Sample Snack

Updated 05/12/2020