



Parent Handbook of Policies and Procedures 2021 / 2022

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1

Introduction

1.1 Welcome

Thank you for choosing Tiny Hearts Academy (THA) to fulfill your childcare needs. Our goal is to provide quality programs for children from three months to six years of age in a loving, stimulating, clean, and secure environment. We believe parents are the first and most important teacher in a child's life, but we know, it takes a village! As parents and educators, we recognize that each child's success is dependent on unified support from teachers and family. Our mission is to create a family-oriented environment that help children, parents, and teachers work together to seek the best possible opportunities for growth and development.

This Parent Handbook is designed to provide you with an overview of our Policies and Procedures. Please read carefully, then sign the "Permission and Parent Sign-off Sheet" in the Enrollment Form indicating that you have read these policies and agree to adhere to them.

1.2 Philosophies and Goals

Our philosophy is rooted in the well-balanced development of the "whole child" promoting their social, emotional, cognitive, and physical growth. We believe in the promise and individuality of each child and programs that offer sufficient structure for security, yet enough freedom for creativity. We believe that each child must be given the opportunity to achieve a feeling of self-worth and a positive self in an atmosphere of acceptance. We believe THA is part of the tribe. The tribe you can count on to love, educate, and play with your child, teaching them all the life lessons you would if you were here. We believe that home and school should work hand-in-hand for the benefit of the child and that each child deserves the opportunity to be in an environment of growth regardless of his or her abilities.



1.3 Non-Discrimination Policy

In providing services to children and their families, Tiny Hearts Academy (THA) does not discriminate on the basis of race, religion, gender, disability, cultural heritage, political beliefs, marital status, national origin, or sexual orientation.

1.4 Staff Qualifications

Our teachers and staff influence children and help families. That's what we have the chance to do every day in one of our schools. When you think about it, it's a pretty amazing opportunity to build a career around something so powerful.

Teachers at Tiny Hearts Academy have met, and in most cases exceeded, the health and education requirements of the State of Colorado. Accurate and up-to-date documentation is filed in the appropriate staff file. All teachers are background screened prior to working at one of our Centers. Beyond that, we carefully select only the best available staff that are able to uphold the highest standards.

1.5 Holidays

Tiny Hearts Academy's observed holidays and subsequent closure dates are as follows:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving and the following day
Winter Break – week of Christmas (dates are emailed every year as they are subject to change)

There is no credit for holiday closure dates and there are no make-up days.

1.6 Locations, Hours, and Contact Information

Edgewater

5207 W. 26 Avenue
Edgewater, CO 80214
P: (303) 237-6356
TinyHeartsAcademy1@gmail.com

Hours: M-F from
6:30 am to 6:00 pm

Lakewood

12755 W. Cedar Drive
Lakewood, CO 80228
P: (303) 980-8422
TinyHeartsAcademy2@gmail.com

Hours: M-F from
6:30 am to 6:00 pm

Wheat Ridge

3790 Chase Street
Wheat Ridge, CO 80212
P: (303) 422-2050
TinyHeartsAcademy3@gmail.com

Hours: M-F from
6:45 am to 5:45 pm



1.7 Visitors at the Center

Visitors are asked to schedule appointments with Management, and are allowed in the child care facility only at the discretion of Management. An employee of Tiny Hearts Academy will accompany visitors at all times. All visitors of the Center including parents visiting for the day, must sign the Visitor Log with time-in and time-out, address, reason for visit and must present a piece of identification at time of visit. The visitor log is located at the front desk.

1.8 Handbook Policy Changes

In the event that THA policies change, a letter and a revised Parent Handbook will be emailed informing parents of the new policies. Please keep in mind, pricing is subject to change annually by approximately 5% or more. Notification of pricing changes will be emailed to parents and updated on the THA website, www.TinyHeartsAcademy.com.



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Enrollment

2.1 Enrolling at THA

Enrollment at Tiny Hearts Academy is open to children from twelve weeks through six years of age. Initial enrollment is contingent upon space availability, receipt of the completed Enrollment Form, including the signed Fee Agreement, signed Parent Handbook receipt, and Registration Fee. A non-refundable registration fee and monthly tuition deposit must be paid upon enrollment. Tuition fees are listed in the Enrollment Form. Rates are subject to change.

Each child's file must be complete before their first day at the Center. Parents must make sure that every form is filled out in its entirety. Immunization records must be received prior to initial start date and health assessment must be received within the first 10 days from the child's start date in order to continue care. We encourage you to bring or email the completed Enrollment Form and "Permission and Parent Sign-off Sheet" at least one day prior to your child's scheduled first day.

Continued enrollment at Tiny Hearts Academy is contingent upon the parent's and child's adherence to the policies and procedures of Tiny Hearts Academy as outlined in this Handbook including, but not limited to, timely payment of all fees and tuition. The Enrollment Form and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration. Tiny Hearts Academy reserves the right to dismiss any parent or child at any time with or without cause.

Parents are required to notify Tiny Hearts Academy immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from THA and forfeiture of any deposit.



2.2 Enrollment Process

Parents interested in enrolling their child(ren) should call Management and arrange a tour. There is a \$125 non-refundable Wait List / Registration Fee (first-year) to secure a child's position in the Wait List. Payment may be made by cash, check, or credit. Checks for the application fee should be made payable to Tiny Hearts Academy. If paying by credit card, there will be a 3% processing fee added to the transaction by PayPal. Monthly tuition deposit upon enrollment is also required.

2.3 Classroom Placement

A child is initially placed in a classroom according to age appropriateness. As the year progresses, he / she may be moved to another classroom based on individual needs, the teacher's evaluation, administrative observations, the parent's permission and age progression. If a child's development is outside the age appropriate limits of his / her current classroom a doctor's note is required to move the child to a different classroom. The doctor's note must clarify the reason why the child will need to be with children other than his / her own age group.

2.4 Orientation

We offer a meet and greet with the parents and teachers prior to your child starting at Tiny Hearts Academy. This gives everyone the opportunity to discuss needs, goals and begin to feel comfortable with each other. During the first few weeks your child will be adjusting to a new place and many new faces. We would like to make this adjustment as easy as possible for both children and families. Suggestions for easing your child into the Program should be discussed with Management and teachers.

2.5 Transitions

Tiny Hearts Academy is organized and staffed to minimize the number of transitions children experience. Being mindful of the importance of the bonds that are established with teachers and peers, every effort is made to maintain continuity of relationships between teaching staff and children and among groups of children. Developmental needs or concerns are always considered when planning transitions for children and open communication takes place between THA, families, and among teaching staff.

Prior to a transition, Management will discuss with you the process. Transitions usually occur over a 3 - 4 week period with the child visiting the new classroom for a 1 - 2 hour period the first week, a 4.5 hour period the second week (this usually includes lunch and nap) and for a full day the third week. Our goal is to assist each child with a smooth transition. Teachers from both classrooms will meet and share information about the child that will aid in his / her transition. You may schedule a meet and greet with your child's new teachers to be sure everyone is aware of all thoughts and concerns. Once the child



successfully completes full days in the new classroom they will have a successful transition process and will begin being dropped-off and picked-up in their new classroom.

2.6 Tuition Fees

Tuition adjustments are made on an annual basis and subject to change at any time. In the event that THA tuition amounts change, a letter will be emailed to parents and updated on the THA website.

It is the parents' responsibility to provide a two-week notice to Management for tuition rate changes upon child entering new Program, i.e. 19 months and 37 months. If your child's rate changes in the middle of a pay cycle, tuition for the current program will apply. The rate for the new program will take effect the subsequent week. Tuition rates will not be prorated daily for adjustments.

LAKESIDE

Monthly Tuition Payment

Age Group	5 days
Infants (3 - 18 mo)	\$2,000
Toddlers (19 - 36 mo)	\$1,800
Preschool (37 mo – 5 years)	\$1,600

EDGEWATER | WHEAT RIDGE

Monthly Tuition Payment

Age Group	5 days
Infants (3 - 18 mo)	\$1,950
Toddlers (19 - 36 mo)	\$1,800
Preschool (37 mo – 5 years)	\$1,400

2.7 Schedule Changes

Parents who wish to change their child's days of enrollment at Tiny Hearts Academy, must submit a request to do so two-weeks in advance of the proposed change. Management will notify parents if the new schedule is available. A schedule change will not be considered final until a new Fee Agreement is signed. If the schedule change requires an additional deposit and/or Registration fee, the change will be contingent upon payment. If the requested schedule is not available, parents may choose to continue with the current schedule until the requested schedule becomes available, or may choose to withdrawal



their child from the Program. The date Management receives the schedule change will be used for the three weeks' notice required for withdrawal.

Tiny Hearts Academy does not allow children to come to school on unscheduled days without prior approval by Management. Switching days leads to possible over enrollment; daily maximum capacities are established for the safety and well-being of all children. There are no make-up days for holidays or missed daycare. Extra days are permitted if space allows and only with prior approval of Management.



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Financial Policy

3.1 Wait List / Registration Fee

There is a \$125 non-refundable Wait List Fee to cover administrative costs and to secure a child's position in the waitlist. Payment may be made by cash, check or credit. Checks should be made payable to Tiny Hearts Academy. If paying by credit card, there will be a 3% processing fee added to the transaction by PayPal. If there is no wait list at time of enrollment the Registration Fee of \$125 is due. This Registration Fee is an annual fee that covers the cost of materials and supplies for all classrooms. The annual registration fee of \$125 is due each year in your enrollment month.

3.2 Payment Policy

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in Tiny Hearts Academy and are responsible for all subsequent payments whether or not the child is in attendance. No tuition credit is provided for absences, illness, acts of nature, or other circumstances outside of control.

All payments must be made by check, money order, credit card or cash. There will be a \$45 fee charged for tuition checks returned by the bank. Returned tuition checks will not be re-deposited. Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check; cash, certified check or money order is required for all future tuition payments. If paying by credit card there is a 3% processing fee added to the amount. There is no credit provided for scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

For CCAP clients, all required parental fees are due the 1st of each month.

3.3 Late Fee Policy

All payments are due prior to care given. A late charge of \$25 will be added to your account each week payment is late. Any payment not received within 10 business days of the due



date, without prior, approved payment arrangement, will result in the voiding of the contract and immediate dismissal from Tiny Hearts Academy.

For CCAP clients, if payment is not received by the 5th, there will be a \$25 late fee assessed to your account. Any payment not received within 10 business days of the due date, without prior, approved payment arrangement, will result in the voiding of the contract and immediate dismissal from Tiny Hearts Academy. A letter, email or phone call will be made to your caseworker alerting them of your unpaid status.

Non-payment of tuition is grounds for immediate dismissal from the Program. Timely payments are essential for continued enrollment at Tiny Hearts Academy; however, if you anticipate difficulty with paying on time, please discuss the matter with Management immediately. If alternative arrangements for payment are approved you will be notified by Management.

Any accounts that are 30 days past due may be referred for further collection. Any fees incurred by collection will be passed on to the debtor.

3.4 Late Pick-Up Policy

Stringent late fees of \$1 per minute must be paid at the time of the late pick-up to the staff member who voluntarily stayed with child beyond 6:00 pm. All measurements of time are based on the Tiny Hearts Academy clock located in the office. If a child has not been picked-up after the Center's closing time, and Management is unable to contact either parent or anyone listed on the emergency form, the police and Child Protective Services will be notified.

3.5 Sibling Discount

Tiny Hearts Academy offers a multiple child discount for one or more siblings enrolled during the same school year. Tuition rates are discounted 5% for the oldest child of the family. Discounts are only applicable when tuition payments are made on-time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the Late Fee Policy (Section 3.3).

3.6 Extra Day Policy

If you have a part-time schedule (Lakewood location only) and need an extra day of care, you are required to make a request to Management. If there is space available, Management will notify you and you will be required to pay the daily rate for your child's age. Please see Tuition Fees (Section 2.6) for daily rates. If you are regularly in need of scheduling extra days, please see Management about making a permanent schedule change.



3.7 Vacation Policy

One-week vacation (5 consecutive days) will be granted to each child who has been enrolled for at least one year. If your child attends three days per week, you will receive three days of vacation. If your child attends two days per week, you will receive two days of vacation.

Please request to use your vacation prior to your child's absence. The week you take vacation your child should be absent from Tiny Hearts Academy. Your account must be paid in full before vacation time can be used. Vacation days may not be carried over to the next year.



General Information

4.1 Confidentiality of Children's Records

In order to ensure the confidentiality of your child and family, there is a Confidentiality Policy in the Employee Handbook that is reviewed upon hire. It states:

“Children records are confidential, may not leave the Center, and should not be discussed with other parents or in front of other children. Confidential information includes but is not limited to: children, their families, employment, payroll, fiscal, and management information. Access to confidential data, including children's records, is permitted only when authorized and only in order to perform assigned tasks. Information contained in a child's record is confidential. This includes all written and verbal communication, which pertains to the child and/or his / her family. It includes but is not limited to addresses, telephone numbers, progress reports, learning disabilities, testing, financial information, behavior issues, attendance, etc.

Employees should recognize that sharing information that may be considered to violate the privacy of children and their families with others who do not have a need to know will be considered a violation of confidentiality and may be subject to disciplinary action up to and including immediate termination. Parents or others authorized in writing by the parents can request their child's record at any time.”

Tiny Hearts Academy is in compliance with the Department of Early Education and Care regulations regarding the confidentiality and distribution of children's records. Staff members sign an Employee Agreement that they have read and agree to adhere to all the policies in the Employee Handbook including the preceding policy.

The information contained in a child's records is confidential and will not be released to anyone without the written consent of the parents. Parents may have access to the records of their child. A copy will be made at no charge. A permanent written log will be maintained in each child's record indicating any persons to whom information has been released. The child's parents may add information or comments to the child's record, and may also request the deletion or amendment of any information contained in the child's record.



4.2 Safety and Security Plan

THA conducts random fire and emergency / evacuation drills in the event of fires, tornadoes, and other acts of God. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency / evacuation plans.

During an emergency drill or real fire / emergency situation, parents may not sign children into or out of the Program. Parents must wait until the drill is complete and children have returned to the building to sign their child into and out of the Program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

Flood: In case of flood, children will be evacuated to higher ground. If the children would be safer at another site the children will be taken there and the proper authorities would be consulted for their advice. All parents would be notified by posting a sign, if possible on the door and contacting them by telephone and email once all children and staff members are at a safe place adjacent to the school.

Tornado: In case of tornado, children will be guided to the most secure area in the classroom. Children will be escorted to the innermost corner of their respective classroom and put mats / mattresses on top of children. The children will sit on the floor with their heads between their knees. Children will cover their heads with soft objects to protect themselves. Teachers will take roll-call utilizing their attendance sheet. All parents will be notified by posting a sign, if possible on the door and contacting them by telephone and email once all children and staff members are safe.

Severe Weather: In case of severe weather, the staff will monitor the weather to judge what the appropriate action will be for the safety of the children. When determination has been made for the children's protection, all parents will be notified by posting a sign (if possible) on the door and contacting them by telephone and email.

Fire: In case of fire, Management will monitor the situation to judge what the appropriate action shall be. The children will be evacuated per the evacuation route posted and the fire department notified. When determination has been made for the protection of the children, all parents will be notified by posting a sign (if possible) on the door and contacting them by telephone and email.

Lockdown: In the event of a lockdown, administrative staff will be responsible for locking front door and completing a safety check. Each classroom is responsible for closing their curtains and locking their door(s). Once safety check is completed, a head count will be completed for each classroom. Parents will be notified of lockdown. No parents will be allowed to drop-off or pick-up during lockdown.



Evacuation: In the event of a real fire / emergency situation, Management or designate will inform each classroom teacher that the school will be closing. All occupants of THA will report to the following:

- **Edgewater** - Edgewater Elementary School located at 5570 W. 24th Ave, Edgewater, CO 80214.
- **Lakewood** - Rebuilding Together Metro Denver located at 12567 W Cedar Drive #200, Denver, CO 80231.
- **Wheat Ridge** - King Soopers at 5301 W 38th Ave, Wheat Ridge, CO 80212.

Teachers will account for all children using their attendance roster. We will use the emergency cards to contact parents. All parents or emergency contact persons will be notified by telephone of the situation. Children must be picked-up within 45 minutes of receiving the call.

Parents wishing to sign their child out of the program during a fire / emergency drill or real fire / emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the Center is in the midst of a fire / emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the Program.

If the Center is having a real fire / emergency situation, parents will be asked to wait until Management or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire / emergency personnel and Center administration during these important and critical situations. Children with disabilities will be escorted by a staff member trained in the dealings of that specific disability.

4.3 Supervision of Children

All staff are responsible for the supervision and whereabouts of the children assigned to their care at all times; this includes conducting regular and accurate headcounts any time a group moves from one area to another. Classroom teaching staff are aware of where children are at all times and remain in sufficient proximity at all times in order to intervene quickly if / when necessary. Classroom teaching staff do not engage in any other activities or tasks that could unnecessarily divert their attention from the supervision of children. Classroom teaching staff supervise children by sight and sound at all times, including when children are sleeping, when a child walks from one adjoining room to another or can use the toilet independently, as long as the child is back in sight and sound within one minute.

4.4 Missing Child Procedure

In the event of a missing child, the staff will immediately notify Management, and a complete campus check and search of the immediate area will be performed. Parents will



be notified immediately as well as the proper authorities if there is need for further investigation.

4.5 Arrival Procedures

Upon arrival at the Center, the parent and/or guardian must sign-in on the sign-in and out tablet located in the front lobby. The child is then escorted to his / her designated classroom by the parent. At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day. Parents are required to notify Management instructions in the form of a letter and verbally discuss them with Management. These special instructions include but are not limited to: early pick-up, alternative pick-up person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

In order for your child to not miss out on the daily curriculum and ensure proper learning we require all children enrolled in the Toddler and Preschool Program to be present no later than 9:00 am. Parents are required to inform Management by 9:00 am if a child will not be at the Center on a scheduled day. This will enable Management to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day.

4.6 Pick-Up and Closing Procedures

Parents or other authorized adult are required to sign their child out of care on the sign-in and out tablet located in the front lobby. Parents are required to handle all business issues prior to signing out their child. Tiny Hearts Academy will only release children to other authorized adults with written permission from the parent. A picture ID is required of all authorized adults before children are released. A photo copy of the ID is taken and stapled to the families emergency card. Once a parent / authorized person signs their child out, the parent / authorized person is then solely responsible for supervising their child while on agency premises.

If an unauthorized individual attempts to sign a child out the parents will be called immediately to verify the accuracy of the release. The individual will be required to remain at the front desk with an administrative staff member until issue is resolved. If we are unable to get a hold of the parents or they say the individual is not authorized to pick up the child that individual will be asked to leave the premises immediately. If the individual harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, the police will be called to escort them off the premises and they will be prosecuted to the fullest extent of the law by Tiny Hearts Academy.

Prior to each teacher leaving their classroom at the end of their shift they are required to take attendance of who is remaining. The closing teachers are not allowed to leave the classroom until all the children in the classroom have been picked-up. Prior to staff closing



the Center and leaving for the night, one last walk through is completed to ensure all children, parents and staff have left the building as well as all appropriate doors are shut and locked.

4.7 Absences / Withdrawal Policy

Please call or email the Center as early as possible on a day your child will be absent or if your arrival will be delayed so we may better plan for the day. If your child is absent due to health reasons, please alert Management. If the prolonged absence of a child is due to a serious illness and/or extended hospitalization, Management will make every effort to work with families to make arrangements of tuition payments. In order to maintain your child enrolled at THA, tuition payments must be made. If you are not able to maintain tuition payments your child's enrollment will be given to the next child on the wait list, but Management will make sure you get first priority when returning to the Center.

A parent must provide 30-days notice of the child's termination date and be added to the Wait List if re-enrollment is desired. There will be no guarantee that a spot will be available at the time of their return.

CCAP Attendance Policy:

Your child is required to attend Monday through Friday for a minimum of five hours per day starting no later than 9:00 am. There are NO EXCEPTIONS to this policy. If your child / children have missed more than one day per month without a Doctor's note you will be charged \$40 per additional day per child. Payment will be requested at time of drop-off prior to care being given for any additional day over the allowed one. Any payment not received will result in the voiding of the contract and immediate dismissal from Tiny Hearts Academy.

4.8 Babysitting

Negotiations regarding babysitting between staff and parents do not involve Tiny Hearts Academy and must be done on the staff members personal time (non-working hours). Hours, fees, and transportation are an agreement between the parent and the individual babysitting. If they will be bringing the child into school or bringing the child home from school, this person must be on the child(ren)'s authorized pick-up list. Tiny Hearts Academy is not responsible for any action outside or off the Center's property.

4.9 Birthdays / Special Days

We would love to celebrate your child's birthday or another special event at school. Parents may bring in a special snack for the day (see Food Policy – Section 5.13), and we invite you to join us for the party. A low-key approach is best in group care, so please leave party favors, balloons, etc. at home.



4.10 Policy on Transporting Children

Center van and/or employee's insured vehicles are used to transport children on an as-needed basis. All passengers must have fastened seat belts before the van is in motion. There is no smoking, eating, or drinking in the vehicle. If children need to be transported a copy of their medical authorization form and emergency card is taken by the driver.

4.11 Fields Trips

Tiny Hearts Academy may supplement in-class curriculum with off-premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper will be a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend. Tiny Hearts Academy provides required supervision for all field trips.

If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his / her addition to the class. An additional day fee, as well as the cost of the trip and signed permission slip will be due prior to the date of the trip.

If your child arrives late to the Center and their class has already left for the field trip your child will be placed in an alternative, age-appropriate class provided there is enough room in the class. If this class is at capacity and is unable to accept another child you will be asked to take your child to the field trip site or home. If you take the child to the field trip site, you are required to sign-in on the attendance sheet with their teacher.

Field Trip Procedures:

- Parents must sign a field trip authorization form for each trip which must include: date, location, activity, time out of Center and time of arrival back at the Center.
- Staff will have in their possession at all times: names of all children on the field trip, emergency information, and first aid kit.
- A continuing count of the children will be completed at regular intervals.
- Each child will have their own seat on the bus / van. If using a Center's van, each child is to have their own seat belt and no more than 15 passengers will be transported at one time.
- Roll will be taken (by child's name) before leaving the Center and again before leaving the field trip area.
- No child will be unescorted at any time.
- No child may be released from a field trip location at any time. If a child will be picked-up before the scheduled return to the Center from a field trip location, he or



she must remain in the Center and be placed in an alternate classroom. Pick-up may only be done at the Center location.

4.12 Photography

Management reserves the right to photograph the children for curriculum purposes with parental consent. Consent is given in the Enrollment Form. Pictures may be placed on Tiny Hearts Academy's website, publication materials, and/or Facebook page. Please inform Management and DO NOT initial next to statement in your child's Enrollment Form if you do not want your child to be photographed in these instances.

Image Release Agreement:

In order for THA to use in any literature and/or any photo in which your child may appear permission is given by signature next to Image Release statement upon enrollment.

4.13 Withdrawal and Dismissal

A 30-day, paid, written notice is required when withdrawing a child for any reason. If the proper notice is given, any pre-paid and unused tuition will be refunded within thirty days of the withdrawal.

Tiny Hearts Academy reserves the right to dismiss any child or parent at any time, with or without cause. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period will be referred to the agency's legal counsel for collection.

Management or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. Tiny Hearts Academy will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his / her parents are required to call and request an appointment with Management if they wish to return to agency property following a dismissal. Appointments are made at the discretion of Management and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law by Tiny Hearts Academy.



5

Program Policy and Procedures

5.1 Curriculum

All children are natural learners who gain knowledge by actively doing and communicating. But we also know that education is not a one-size-fits-all experience. Programs at Tiny Hearts Academy embrace a number of educational philosophies from Montessori to Creative, and STEM (Science, Technology, Engineering, and Math). At Tiny Hearts Academy, we believe that our children deserve an environment that challenges them, guides them, and encourages them to explore their world in a manner that makes learning fun and builds their interpersonal skills. We are not just a school, we are a child-centered community.

During the first two years of life, children are working on acquiring a sense of trustworthiness of oneself and others. This is the sense of safety and security that comes from responsive predictable care from familiar caregivers. In the toddler years a strong sense of autonomy is building. This comes from being treated as an individual and being allowed opportunities for independence. When children feel the sense of independence and competence, they can step out into the world and be active learners and problem solvers. Young children need a safe, nurturing environment full of opportunities to explore and have fun. They need to be able to see, touch, feel, and move.

The curriculum for infants involves everything that occurs throughout the day. Everything that a child experiences is a learning opportunity. For example, diaper changes are perfect opportunities to expose children to rich language, singing gently to a child, showing gentle touches, letting the child know that they are valued and precious individuals, gently moving their legs in a bicycle motion stimulating movement or having them grasp for an object. Throughout the day, teachers will take advantage of these care giving experiences that are so important in the early years of life and turn them into meaningful and positive experiences for a child's healthy development.

Along with the individual care giving moments, teachers will also plan and organize their environments to provide experiences which enhance motor development – reaching, grasping, crawling in and out, throwing, pulling; cognitive development – object permanence, cause and effect experiences, language, listening, and responding to sounds and voices, and problem solving; social development – playing with others, positive peer interactions, and expressing emotions.



Teachers plan a monthly theme that is focused on throughout the day as each child's schedule permits. For example, the monthly theme might be spatial awareness. The teacher describes where objects are at in space in relation to the child's position. When teachers organize materials for the room, they take into account children's individual differences along with their knowledge of child development. Planning is based on observations of the children using their interests, their new skills, and their reactions to materials. As children grow and change, the teachers change the classroom environment. They may add more challenging climbing equipment or add a building area with different toys. A classroom may look very different at the end of a semester than it did at the beginning.

5.2 Behavior Management

At Tiny Hearts Academy, we believe that keeping children actively engaged decreases the frequency of behavior problems in the classroom. Transition activities help the children move smoothly from one activity to another. Our teachers use only positive guidance and redirection. Setting consistent, clear, understandable limits fosters the child's ability to become self-disciplined, which is our ultimate goal. We encourage staff to try to ignore negative behavior as much as possible (since much of it is an effort for attention) and reinforce appropriate behavior. Hopefully this will draw the child into the group and thus avoid the need for frequent discipline.

Our goal is to help each child navigate their feelings when upset and to help them express those feelings in an appropriate way. When our efforts fail and the child has three (3) aggressive acts in one day, they will be required to be sent home for the remainder of the day. At this point, there will be a mandatory parent conference to discuss how we can work together as a team to correct this behavior. If a behavior problem presents itself, every attempt will be made to remedy the situation. Children act out and test limits at all stages of development. The behavior will pass as long as we are all consistent. To ensure consistency, we implement a team-based Positive Behavior Support.

Outside referrals may be suggested if our staff is not adequately equipped to handle behavior. We will continue to work with the child, family, and all specialists involved until the issue is resolved or we feel we are no longer a viable option for providing the type of care needed. Dismissal of a child for behavior problems will be at the sole discretion of Tiny Hearts Academy staff. Please keep in mind while we are here to teach your child to learn how to navigate their feelings, we also have a responsibility to all children to keep them safe at school.

It is our goal to cultivate positive relationships between all children, staff, and family members. We achieve this goal by maintaining communication and building rapport between all parties. Our staff and families are required to maintain a socially and emotionally respectful environment. Use of profanity / foul language by all parties is strictly prohibited on premises. Swearing repeatedly or at a staff member results in automatic termination or out-of-school suspension.



We will continue to work with the child, family, and all specialists involved until the issue is resolved or we feel we are no longer a viable option for providing the type of care needed for the child. However, dismissal of a child for behavior problems will be at the sole discretion of Tiny Hearts Academy staff. Please do not be discouraged if your child is disciplined. Children act out and test limits at all stages of development. The behavior will pass as long as we are all consistent. To ensure consistency, we implement a team-based Positive Behavior Support Plan between the staff, child, and child's family. In this Support Plan, we will outline the behavior, causes (if any) of the behavior, and the agreed plan of action. In order for this Plan to be successful in limiting bad behavior, it will be expected to be followed through at the Center as well as at home. You will be notified of any behavior we feel should be reinforced at home. The intent of this Support Plan is to reduce challenging behavior and prevent suspensions and expulsions.

Tiny Hearts Academy prohibits corporal punishment of any kind, cruel, or severe punishment, humiliation, or verbal abuse. Plan between the staff, child, and child's family. In this Support Plan, we will outline the behavior, causes (if any) of the behavior, and the agreed plan of action. In order for this Plan to be successful in limiting bad behavior, it will be expected to be followed through at the Center as well as at home. You will be notified of any behavior we feel should be reinforced at home. The intent of this Support Plan is to reduce challenging behavior and prevent suspensions and expulsions.

5.3 Special Needs Policy

THA will use its best efforts to provide reasonable accommodations to all children with special needs. The Center requires all children with special needs to provide doctor's instructions on the manner of care before admission is granted. Once this medical information is provided, the Center can make an individualized assessment of the facts to get a better understanding of the nature of the child's needs. Any and all information provided to the Center about a child's condition(s) shall remain confidential. In most cases, the Center staff will utilize universal health and safety standards to care for children with special needs, however if additional care is needed, the parent shall be responsible to meet with Management before admission is granted to design a plan for such care. It is the Center's goal to provide a safe and nurturing environment for all children served. Thus THA, at its sole and absolute discretion, may dismiss any child whose activities are deemed detrimental to other children or the Center itself.

5.4 Biting Policy

Tiny Hearts Academy recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or may bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it



can be prevented in the future. The staff will not punish, or harshly discipline children for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior.

Parents will be notified by Incident / Accident Report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of Tiny Hearts Academy cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

If biting is reoccurring Management may, on an individualized basis follow-up with one or more of the following:

- An Individual Behavior Modification Plan between the parents and Management.
- The child may be sent home for a specified duration of time decided by Management.
- Disenrollment of the student from the Center.

5.5 Referral Plan and Procedures

Tiny Hearts Academy is committed to the cognitive, physical, social, and emotional development of each child. Teachers observe children's behavior on a daily basis and in a more formal way with progress reports at least twice a year. If a child appears to have difficulty with any area of development, an initial assessment will be made by all the teachers who have contact with the child. The staff will begin to record written observations of the behavior by addressing how, when, and where the behavior takes place and the efforts the staff has made to assist or accommodate the child's needs.

If a particular behavior is of immediate attention or a child continues to have difficulty, the teachers will bring their concerns and written observations to the attention of Management. A conference with the parents will be arranged to share the observations of the teachers and discuss behaviors the parents have witnessed at home. Together the parents, teachers, and Management will formulate a plan of action. A follow-up meeting will be arranged if needed.

Teachers will continue to record observations of the child. At the follow-up meeting, if the behavior or concern has not improved, it will be determined if a specialist should be consulted for additional insight on the issue. A current list of referral resources in the community for social, mental health, educational, and medical services will be given to the parents.

Management can assist the parents in making the referral with written parent authorization. With parental consent, Management and teachers will follow-up the referral by contacting the agency or service provider who evaluated the child for consultation and assistance in meeting the child's needs. If it is determined that the child does have special needs, an Individual Education Plan (IEP) or Individual Family Service Plan (IFSP) will be developed



(please refer to the Center's policy on Special Needs – Section 5.3). If the child is not in need of services from this agency, or is ineligible to receive services, Management will review the child's progress every three months to determine if another referral is necessary. The Center will maintain a written record of any referral, including the parent conference and results.

5.6 Schedule and Daily Rhythms

The daily schedule for children is used as a guide. It provides a framework for planning and organizing daily routines and activities for the children. The routines for children may be different based upon the age of your child. Infants follow their own biological needs. They are fed, changed, and sleep when they need it. Adjustments to the schedule are made as your child enrolls in the Toddler and Preschool Programs. You may notice that your child may alter his/her own schedule to fit with the group as he/she gets older. Some common changes you may notice in your child's behavior after enrollment into group care may include altered sleep/wake patterns or changes in appetite.

5.7 School Closures

To ensure the safety of our families and staff, Tiny Hearts Academy follows the Jeffco Public School System for any school closures including weather, general health, etc.. Below is our schedule for the following weather-related events*:

- For Jeffco Public School closures, THA will remain closed.
- For Jeffco Public School delayed start, THA will open at 9 am.
- For Jeffco Public School early release / cancel after-school programs, THA will close at 3:30 pm.

Aside from confirming Jeffco is closed, families will be notified via email typically between 5:00-5:30 am, if not sooner and we will also appear on Chanel 7 news closing list. We DO NOT text families individually in cases like this so keep an eye out for email and news lists.

THA follows the [Child Care Weather Watch](#) guidelines when planning for outdoor play times. Watching the weather is part of our job. Children will not be participating in outdoor programming in extremely windy, cold or excessively hot weather. Children should come to school dressed in appropriate clothing for the weather conditions of each day. If children are unable to go outside, large motor activities will be provided indoors.

* No tuition credits will be issued for such days as this is paid time-off for staff.

5.8 Supplies

Infant Program (3 – 18 months): Diapers, wipes, three (3) sets of extra clothing, three (3) bottles, pacifier (or waiver), sunscreen, diaper rash cream, sleep sack (optional), and a



blanket for floor/tummy time. Blankets are not allowed for naps until one year of age so please bring appropriate attire for sleep time (see Sleeping Section 5.20 regarding specifics on supplies and policies).

Toddler Program (1.5 – 3 years): Diapers / Pull ups, wipes, three (3) sets of clothes, sippy cup/water bottle, blanket, sheet, diaper rash cream and sunscreen.

Preschool Program (3 - 6 years): Water bottle, blanket, sheet, two (2) set of clothes (in case of accidents or spills) and sunscreen.

Toilet Training

Our approach towards toilet training involves positive reinforcement and encouragement. Children are not pushed or shamed into using the toilet. We find that most children no longer require diapers and are using the toilet regularly by ages 2 1/2 to 3. While your child is toilet training, you must provide:

- Disposable diapers / Pull ups / Extra underwear
- Moist wipes
- 3-5 extra changes of clothing

Pacifiers

All infants are required to sleep with a pacifier unless a waiver is signed by the parent that a pacifier is not to be given.

Diapers and Wipes

Parents must provide disposable / reusable diapers and moist wipes for children who are not toilet trained. Wet or soiled clothes must be taken home to be washed daily. Remember that creams for diaper rash cannot be applied unless we have a signed statement included in the Enrollment Form from the parents giving us permission. Tiny Hearts Academy will be responsible for changing all soiled clothing immediately, putting all soiled clothing in a plastic bag, and disinfecting after each change.

Extra Clothing

Each child must have a complete change of clothes in their designated cubby for emergency purposes. Please update your child's extra clothes as the weather changes and as your child grows. Remember to label all clothing.

Resting Supplies

Parents must provide a sheet and blanket for daily rest periods. These items will be returned to the parent every Friday to be washed and brought back on Monday. We will provide mid-week cleaning as seen fit.

5.9 Appropriate Dress

Upon arrival at the Center, the child must be dressed, including shoes. Please think of the weather and your child's comfort when dressing him / her for the day, and avoid sending them in expensive clothes. Even with paint smocks on for their creative projects, children



will get dirty. Dress your child appropriately for the weather. The early morning and late afternoon hours may be cool. Make sure your child has a sweater or a light jacket at the Center for these occasions.

During winter months, your child should have appropriate winter wear, including hats, coats, boots, mittens, jackets, etc. Please send your child to school wearing sturdy shoes. Closed, hard-soled shoes or “tennis” shoes are best. Please label everything with your child’s name.

5.9.1 Accessories and Jewelry

Children’s accessories and jewelry are extremely attractive to young children’s eyes, fingers, and mouths. We ask parents cooperation to be safety conscious when choosing accessories that their children wear to the Center. Small objects like barrettes and earrings can be choking hazards and necklaces can pose strangulation hazards. Therefore, we do not permit the following type of jewelry:

- Dangly earrings (small, snug-fitting pierced studs are permitted);
- Necklaces of any kind;
- Bracelets with beads or charms (rubber, cloth or thread bracelets are permitted as long as they do not contain attachments or charms).

5.10 Sunscreen

We ask that you please bring a bottle of labeled sunscreen to school. We will administer it as long as the Sunscreen Protection Form in the Enrollment Form is signed and in your child’s records. We will not administer any lotion without the signed permission form.

5.11 Belongings from Home

Often items brought from home become damaged or misplaced. As a result, we ask that children are not permitted to bring toys or books from home, except for those special “share days”. The teacher will inform you of these special days. Guns, swords, or other toy weapons, are not permitted in the Center. Children are also not permitted to bring money to the Center.

All supplies requested to be brought to the Center for everyday use should be labeled with child’s name and can be found in Section 5.8. Each child will be assigned a cubby in which items will be stored.



5.11.1 Comfort Items

If it will help your child feel more at home during nap time, we welcome comfort items such as his / her favorite pacifier, doll, stuffed animal, books or items that contribute to our activities. These items need to be small enough to fit within each child's individual cubby space. Please be sure to label all items provided for the classroom with your child's name. A full list of supplies for each Program can be found in Section 5.8. If you have any questions about what to bring, please speak to your child's teacher.

5.12 Toileting and Diapering

Children are not required to be toilet trained by a specific age. We believe that a child should begin toilet training when he / she is physically and psychologically ready. Parents and teachers should be alert to signs of readiness, and together discuss an individual plan. We will continue the toileting process at the Center once it has begun at home. Children must be ready to participate willingly if the process of toilet learning is to be a positive one and, to this end, the Center cannot and will not force a child to use the toilet. Children in diapers are changed every two hours and on an as-needed basis.

5.13 Food Policy

Healthy minds, need healthy bodies. We believe that proper nutrition is a critical aspect of a solid learning environment and consider meal times part of the overall learning experience. We embrace family-style dining and focus children on proper hand washing, table manners and discussing the colors, tastes and other aspects of each meal. In family style dining, all food is placed in serving bowls on the table, milk in small pitchers, and children are encouraged to serve themselves or serve themselves with the help from their teacher. Each teacher sits at the table with the children to enjoy quiet conversation and a relaxed meal together.

Our menu provides wholesome snacks that meet federal and state requirements and guidelines established by the United States Department of Agriculture (USDA). Snacks typically include a healthy starch such as veggie chips and GoldFish in addition to fruit or cheese. For the Infant Program, THA provides Kirkland milk-based formula. Families are welcome to provide breast-milk supplies or any preferred formula. If your child is breast fed, Tiny Hearts Academy can store one week's supply of milk for you (two days-worth in the refrigerator and three days-worth in the freezer). Formula and breast milk provided by parents must be labeled with child's name and date received. Breast milk will be discarded after being at room temperature for one hour.

THA is a nut-free facility. Due to the extreme nature of allergic reactions to peanuts and products containing nuts in some children, Tiny Hearts Academy prohibits peanuts and/or foods containing nut products on Tiny Hearts Academy property, and/or at Tiny Hearts Academy sponsored events. These allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction. An allergic child can have a reaction from simply smelling



peanuts on someone's breath, or touching peanut oil residue left on a counter top, not only from consuming peanuts or nuts products.

All families are required to provide breakfast (if child is not fed prior to arrival) and lunch. There will be refrigerators and microwaves available for use. All food / lunch bags should be labeled with child's name and date. Tiny Hearts Academy will provide an afternoon snack to be given after children wake up from their nap.

Edgewater + Wheat Ridge Locations

Catered breakfast and lunch can be provided from My Kids Lunch at an additional cost to families. Please keep in mind this program is only available if there are 30 meals delivered daily.

5.14 Feeding

Prior to enrollment you will provide the Center with specific information about your child's feeding needs. Please refer to the Individual Care Plan (ICP) in Appendix A. The ICP is developed by the parent with the recommendation of your child's physician. If restrictions are to be made to your child's feeding plan that will last for more than 48 hours, a physician's note is required by state regulations. You may update the feeding plan as the child's food intake changes.

Tiny Hearts Academy makes every effort to provide your child with a wholesome, low sugar menu and to introduce your child to a variety of food tastes and textures. Infants will be fed according to their own schedule. All children six (6) months and younger will be held while being fed. No bottles are to be propped. If a child can hold their own bottle they will be permitted to feed themselves while placed on a slight incline (i.e. boppy pillow). As they grow and start eating table foods, their eating needs will change and the eating times will be adjusted toward the group schedule. A teacher may not mix cereal with formula and feed it to an infant from a bottle unless there are written instructions from the child's health care provider.

5.15 Breast Milk and Formula

Tiny Hearts Academy will provide Kirkland milk-based formula. If you wish to feed your child another brand of formula you will be required to provide that formula.

If your child is breast fed, Tiny Hearts Academy can store one week's supply of milk for you (two days-worth in the refrigerator and three days-worth in the freezer). Formula and breast milk provided by parents must be labeled with child's name and date received. Breast milk will be discarded after being at room temperature for one hour.



5.16 Bottles and Sippy Cups

We recognize that the selection of bottles is a personal choice based upon the preferences of parent and child. We ask that you provide the Center with three (3) complete bottles (including rings, nipples, and disposable bags if necessary) for your child to exclusively use. As children's abilities develop, we will transition to sippy cups. Parents must provide sippy cup upon transition.

5.17 Solid Foods

Due to the possibility of food sensitivities and allergies, children are to be introduced to solid foods at home prior to being provided to them within the Center. Solid foods will be offered, with parental guidance, between 4 - 7 months of age. The Individual Care Plan may be updated to include newly introduced foods as they occur.

5.18 Finger Foods

As children's pincer grasp (picking up items with their thumb and forefinger) develops they will be ready to eat finger foods. As children become acclimated to finger foods, we will begin offering them lunch that is provided by the parent. Foods will be appropriate for young children (cooked carrots as opposed to raw) and will be cut so as not to exceed ¼ inch for infants and ½ inch for toddlers.

5.19 Milk

Upon a child turning one (1) year of age, the teachers, in collaboration with parents will begin to transition a child from formula to whole milk. Only whole milk will be offered between ages of 12 months and 24 months, unless directed otherwise by a physician. For children who are still consuming breast milk, the transition will be discussed and planned in collaboration with the family. You are required to provide the milk with the child's first, last name and date opened written on it.

5.20 Sleeping

Since infants have individualized schedules based upon their needs, the classroom schedules in the infant classrooms are flexible to meet children's sleep needs. We will gather information from you about your child's sleeping habits so that we are aware of them upon enrollment (please see the Individual Care Plan in Appendix A). All sleeping infants are physically observed at least every ten minutes by a staff member.

Due to the risk of SIDS (Sudden Infant Death Syndrome), the American Academy of Pediatrics highly recommends that infants are placed on their backs to sleep. Colorado State Licensing Regulations require all homes and Centers to place infants on their backs to sleep, unless there is a physician's order and healthcare plan for an alternate sleep position.



All Tiny Hearts Academy teachers whom work with infants have received “Back to Sleep” training regarding the importance of infants sleeping on their backs and SIDS.

The Center will provide sheets for children and we are responsible for ensuring that they are laundered once a day. Due to Colorado State Licensing Regulations, all soft bedding, including swaddling and blankets are not allowed in the crib. Please provide appropriate sleep wear or sleep sack for your child during nap time. If your child requires being swaddled during nap times, Tiny Hearts Academy needs a physician’s order stating the swaddle requirement and appropriate age range in which the swaddle should remain in effect.

5.21 Shoe-Free Environment

With infants commonly on the floor, Tiny Hearts Academy wants to provide a clean, safe, and healthy environment in the infant classrooms. We practice a “shoe-free” policy in these rooms and ask that adults entering into the room please remove shoes and/or slip on a pair of show covers.

5.22 Program Evaluation

THA conducts a semi-annual Satisfaction Survey to obtain feedback from enrolled families. The survey is anonymous and a way for families to provide the Center their comments, compliments, ideas, and suggestions.



6

Health Care Policy

6.1 Health Care in Group Settings

Group care exposes children to new and different situations on a daily basis. One common factor of being in a group care setting is the exposure to a number of illnesses. **It is common for children to frequently get ill in group care.** Perhaps you will see a runny nose lasting a long time or that you seem to be visiting the doctor on a regular basis. Children this young have not yet built up their natural antibodies for fighting off viruses and bacteria that they may be exposed to. Young children's immune systems are immature, making them less resilient to illness.

We make every effort to reduce the number of germs within the classroom setting including washing hands frequently, cleaning toys frequently, removing and sanitizing toys that have been mouthed, washing sheets daily, daily thorough cleaning at night (mopping, vacuuming, sanitizing toilet/diaper changing areas, sinks, drinking fountains, etc.), removal of refuse twice daily, a shoe-free environment, etc.

Children will go outside everyday, weather permitting. Fresh air in the colder months facilitates good health rather than promotes illness. Germs are related to children getting ill rather than cold air. Fresh air has fewer germs than indoor air and outdoor exercise increases children's general fitness and resistance to infection. Colds and flues are more common during winter months because germs are spread easily when people spend more time in closed heated rooms. Therefore, outdoor experiences help promote good health. Infants will have opportunities to go outside on their respective playgrounds as well as go on walks and buggy rides. We do take into consideration conditions such as rain, snow, temperature and wind chill when deciding if, when, and how long we will go outside.

There are certain health considerations that are specific to infants and toddlers that require further discussion than the general illness policy in the Parent Handbook. These include immunizations and diarrhea.

Immunizations occur on a regular basis during the first year of life. It is understandable that there are sometimes side-effects resulting from these, a couple being pain and / or mild fever. If a doctor's note is provided we can administer an over-the-counter pain reliever brought in by the parent after your child's immunizations, **if it indicates that it is specifically for the relief of immunization side-effects.**

Since infants and young children are susceptible to becoming dehydrated from diarrhea, we take this symptom very seriously. If your child has had an unusually loose bowel movement (different from what he or she usually has) the teachers will contact you and recommend

that you have your child checked by his or her physician. If your child is taking antibiotics, diarrhea is often a side effect. When your doctor prescribes the antibiotic, request a note stating that diarrhea may be a side effect of the medication and any recommendations to treat it. Diarrhea that is a side effect of antibiotics is also dangerous due to dehydration, so we will closely monitor it and may need to contact you to pick-up your child. Due to health considerations, episodes of diarrhea that are unable to be contained by a diaper will result in a need to contact parent for pick-up.

6.2 Immunizations

All children are required to have a complete, up-to-date immunization record on file at Tiny Hearts Academy. This is per our licensing regulations. Tiny Hearts Academy cares for children under the age of one who are not yet fully immunized, therefore Tiny Hearts Academy does not allow enrollment to any non-immunized child, with or without the required *Statement of Exemption to Immunization Law* form. If you wish to follow a delayed immunization schedule it must be within the Colorado Public Health Department approved window of vaccination and we must have a signed doctor's note explaining the schedule.

6.3 Physical Examinations and Medical Forms

The State of Colorado requires parents to provide the Center with current immunization records and current physical / well-being exam reports for children at the following age intervals:

- 2 months, 4 months, 6 months, 9 months, 12 months, 15 or 18 months, 2 years and yearly after that.

All medical records must be updated at these times. The General Health Appraisal Form is available [here](#). In addition, consent forms for authorization of medical treatment, emergency transportation and child release, must be signed by parents annually and kept in each child's file. **For your child's safety, please remember to notify the office immediately of any changes of telephone numbers or addresses listed on the consent forms.**

6.4 Medical Policy

For the welfare of all children and the staff, each child must be brought to school in good health. A teacher will do a brief inspection of your child every day to check for signs of illness upon arrival. If a child becomes ill at school, we will call the parent to immediately pick-up the child as quickly as possible. Children with fever, contagious diseases and other communicable health problems will be isolated and kept from the other children. Should a child have a chronic but non-contagious condition, we must have a note from your physician explaining the condition for our files. A child must be symptom-free for 24-hours before returning to school after a health-related absence. Alternatively, we must have a note from

a physician who has personally examined the child that states that the child's condition is not contagious and the child may return to the school.

Management works closely with a pediatric Health Care Consultant to determine medical policies and resolve medical issues affecting the children and staff at the Center. Mildly ill children will be permitted to attend the Center on their regularly scheduled days. For the protection of ALL children and staff, parents will be notified when their child is too ill to remain at the Center and will be requested to pick-up the ill child immediately. Should a parent be unable to pick-up their child within one hour, they are responsible for making arrangements for their child to be picked-up by someone from their list of emergency contacts.

Below is the criteria regarding signs or symptoms of illness, which will determine whether a child can attend the Center prior to morning drop-off:

- If a child has a temperature of 100.4 degrees or higher, he/she will be required to stay home until fever-free for 24 hours without the use of acetaminophen (Tylenol) or Ibuprofen (Motrin or Advil).
- A child on antibiotics must be excluded from the Center from the time of diagnosis until 24 hours after the first dosage.

Procedures for handling a child who has already been admitted to the Center and exhibits symptoms requiring exclusion until he/she can be taken home:

- The child will be kept in quiet isolated area in the classroom on a resting mat. All mats and sheets will be cleaned after the child leaves the Center.

We have no separate facilities for long-term care of a sick child, parents are asked to be especially aware of and plan for impending illness. If a child becomes sick while at the Center, a staff member will contact the parent to ask that the child be taken home. We will ask parents to take their child home if we feel that he/she needs to see a doctor, is contagious, or has a greater need for individual care than staff can provide while providing care for the needs of other children. At the Center, the child will be made comfortable on a mat in a quiet area away from the other children. Staff will provide the child with food and beverage as requested. Some of the common conditions for which a child will be sent home are as follows:

1. **Temperature** - A child will be sent home if he/she has a temperature of 100.4 degrees or higher. The child must be fever-free for at least 24 hours without the use of acetaminophen (Tylenol) or Ibuprofen (Motrin or Advil) before returning to the Center. His or her activity level and appetite should be back to normal as well. In cases of highly contagious illness associated with fever (such as the flu), the return to Center timeframe may be extended to ensure the health and wellness of all children at the Center.
2. **Diarrhea** - A child who has more than three instances of diarrhea (watery stools) will be sent home. Diarrhea is usually caused by viral infections, however bacteria and parasites (Giardia) may be the cause. If your child has an allergy or condition that regularly causes diarrhea, please alert the staff during orientation. The child must be diarrhea-free for at least 24 hours before returning to the Center. In cases of highly contagious stomach and intestinal illness (such as Norovirus), the return to the

Center may be extended to ensure the health and wellness of all children at the Center.

3. **Vomiting** - A child who is vomiting will be sent home and should remain home until vomiting has stopped. Most vomiting is caused by infection. Stomach viruses are highly contagious and can spread through the Center very rapidly. The child must not have vomited for at least 24-hours before returning to the Center. In cases of highly contagious stomach and intestinal illness (such as Norovirus), the return to the Center may be extended to ensure the health and wellness of all children at the Center.
4. **Impetigo** - This skin infection is characterized by crusted sores, which may appear anywhere, but usually first in the facial area. Children with this condition must be on antibiotics for at least 24-hours and all lesions should be dry before returning to the Center.
5. **Conjunctivitis** - This is a contagious infection of the eye characterized by redness and tearing, a yellow discharge from eyes, or eyelashes stuck together. Children with this condition must be on antibiotics for at least 24-hours before returning to the Center.
6. **Strep Throat** - Characterized by swollen neck glands and a temperature combined with a sore throat. This condition requires antibiotics. Your child should not return to the Center until he/she has been on medication for 24-hours.
7. **Scarlet Fever** - Strep throat with a rash, which is red and has a sandpaper feeling. Your physician should be consulted as to when your child should return to the Center.
8. **Chicken Pox** - Children can attend the Center after exposure or during the incubation period (11-20 days after contact.) Your physician is the best person to consult if there is any doubt concerning your child's contagiousness during this illness. Please notify the Center if you suspect that your child has been exposed to Chicken Pox so that we may issue a Health Alert to notify other families.
9. **Ear Infections (Otitis Media)** - Ear infections are extremely common. Children must have taken the prescribed antibiotics for at least 24-hours before returning to the Center.
10. **Respiratory Infections** - Common and usually are caused by viruses. It is advised that your child remain at home and if fever is associated with the infection, must be fever-free for 24-hours without the use of acetaminophen (Tylenol) or ibuprofen (Motrin or Advil) before returning to the Center.
11. **Head Lice** - Characterized by very itchy scalp and nits (white eggs) that resemble dandruff but can't be easily removed from the hair. Children may return to the Center after they have had one head lice treatment.
12. **Scabies** - Itchy rash between the fingers, on wrists, under arms, at the belt line and in infants on the head, neck, palms and soles. The rash is caused by a mite. The child may return to the Center after one treatment.
13. **Hand-foot-mouth disease** - Caused by a viral infection. It is characterized by small ulcers in the mouth, blisters on hands and feet and sometimes near the genitalia and on the buttocks. The child is contagious until the fever is gone (typically 3-4 days) and must be fever-free for 24-hours without the use of acetaminophen (Tylenol) or ibuprofen (Motrin or Advil) before returning to the Center.

If a child is ill with a contagious disease (i.e., chickenpox, etc.) parents are required to let the staff know so that a Health Alert be issued to other families at the Center. Center staff shall

include the type of communicable disease, symptoms, and precautionary measures that can be taken in addition to information on when an infected child can return to the Center. In cases of highly contagious illnesses, the return to the Center may be extended to ensure the health and wellness of all children at the Center.

6.5 Reportable Communicable Disease

If a child has a reportable communicable disease such as, hepatitis, measles, mumps, meningitis, diphtheria, rubella, salmonella, tuberculosis, giardia or shigella, Tiny Hearts Academy is required to report the illness to the Jefferson County Health Department and post Health Alert at the front desk.

All parents are required to report exposure of their child to communicable disease outside the Center, and at the discretion of Management, the child should be excluded from the Center for the period of time prescribed by the child's physician or by the local health department.

6.6 Administration and Storage of Medications

According to Colorado law and Nurse Practice Act Section 12-38-132, C.R.S., all medicines must have a practitioner's written order. All medications must be brought in by the parent or guardian. Children are never allowed to carry any medications on campus. The written order must be current, in the original container from the pharmacy, include the child's name, practitioner's name, pharmacy name, telephone number, signature, date authorized, expiration date, name of medication, dosage amount, time of day given, length of time to be administered, reason for medication, and any special instructions or side effects. If more than one medication is to be administered each medication needs to have separate instructions written by the physician. In the case that the medication is a long-standing prescription, all forms must be updated and reauthorized annually with a new written order and prescription label.

All childcare staff designated by Management to give medication must complete a 4-hour Department of Social Services approved medication administration training and have current first aid and universal precautions training. The Center's licensed health consultant will perform inspections of all staff members involved in medication administration. The consultant will designate trained childcare staff the task of routine medication administration only and will provide additional training for medications.

All medications will be kept in an appropriate secured location, locked and inaccessible to children including refrigerated medications to be stored in a secure designated area away from food. If a medication is out of date or left over, the parents will be asked to remove and dispose of medication. If parents do not dispose of the medication or can no longer be reached, Management will dispose of it within seven (7) days. All disposed medicine will be logged with date, time, and reason.

A written medication log will be kept for each child containing the following information: Child's name, name of medication, dosage amount, time given, special instructions, name and initialized by the administrator of the medication. If the medication was not given for any reason there will be a notation made along with a reason.

6.7 Inhaler and Epinephrine Storage and Usage

Inhaler use is considered an everyday life activity for asthmatic children. Therefore, asthmatic children will be not viewed as an ill child and only need to report to the nurse if the inhaler is not effective and shortness of breath continues or the child has forgotten the inhaler.

A physician's statement will be kept on file for each child with an epinephrine auto injector (Epi-Pen). In the event a child has a reaction, the staff member with medication administration will administer the Epi-Pen.

Management will ensure all Inhalers and Epi-Pens are stored at a location in close proximity to the child; and will notify the child's classroom teachers of the places where they are to be stored, and the means to access it. It will be kept out of children's reach but easily accessible.

6.8 Written Order Requirement

According to Colorado law and Nurse Practice Act Section 12-38-132, C.R.S., all medicines must have a practitioner's written order. All medications must be brought in by the parent or guardian.

6.9 Injury or Accident

Should your child be involved in an incident / accident during the course of the school day, a staff member will complete an Incident / Accident Report. Parents or persons designated to act "in loco parentis" are required to sign any Incident / Accident Report from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom.

A telephone conference may be scheduled for later in the day or for the next day at nap / rest time if the parent(s) is unable to meet at the Center during the course of the day. Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident / Accident Report and return a copy to Management within 24-hours. Failure to sign and return an Incident / Accident in this time period will result in your child's exclusion from the Program until the Report is returned signed.

If a more serious injury occurs, the parent will be notified at once and if necessary, the directions indicated on the child's Emergency Card will be followed. Unless otherwise requested, we would call the local paramedics.

6.10 Emergency First Aid Procedures

All staff members are required to have current training in First Aid, CPR and Universal Precautions. In cases of minor injury, the staff will administer simple first aid and will notify parent(s) in writing about injury and treatment at the time of pick-up. Depending upon the severity of the emergency, the Center will contact parents or authorized persons, the child's doctor and call 911 if necessary. Transportation to the hospital listed on your child's medical authorization form will be made by either ambulance or police when time is of the essence, or if parents are not available. Should immediate transportation be necessary, Management or designee will take and accompany the child.

6.11 COVID-19 Policy

Health, safety, and security are top priorities for you, and they are for us, too! At THA, we hold very high standards for both the safety and cleanliness of our Academy to protect our people and their families. We share your concerns about COVID-19 and the Delta variant. As we continue to monitor ongoing developments, please know that nothing will compromise our commitment to take care of our families and the little ones you trust us to protect. We are up-to-date with the latest state and local guidelines, licensing requirements, and CDC (Center for Disease Control) guidelines regarding the safety and well-being of your child.

We have developed a plan with guidance from the Jefferson County Public Health Department to help our families and staff remain safe during this evolving health crisis. Enhanced procedures above normal health and safety have been designed to protect our families and staff and minimize the risk for all / spread of disease:

Drop-Off / Pick-Up

- Please limit one adult for pick-up / drop-off.
- Upon arrival, please wash your hands and your child's using the bathroom located to the right of the entrance
- Touchless check-in/check-out is provided using the Brightwheel application

Cleaning and Disinfecting

Regular cleaning and disinfection are essential to preventing the transmission of COVID-19 from contaminated objects and surfaces. The following policies outlines the cleaning and disinfecting processes.

- Aside from a rigorous cleaning and sanitizing effort throughout the day, THA has increased the frequency of hand washing and sanitation of frequently touched surfaces and toys

- Deep cleaning and sanitation is conducted once weekly and as needed
- Hand sanitizers located at the entrance of each classroom
- Linens to be laundered by parents as needed (weekly-basis, at a minimum)

Procedures

- Visitor access restricted
- Monitor children / staff health - Beyond our typical tracking, we will be vigilantly monitoring any cold/flu-like symptoms of children / staff. If you or your child are experiencing cold/flu-like symptoms, please stay home. You can reference the [Too Sick for School?](#) guidelines.
- If we observe that your child is excessively coughing/sneezing or exhibiting other symptoms, child will be sent home despite temperature reading.

Illness Policy

- Reporting suspected or confirmed case in household or in close contact:
 - Notify us immediately if you become aware of any suspected or confirmed case of COVID-19 in your household.

Closure Policy

- Due to the frequent Health Guideline changes around COVID-19, all positive cases will be reported to the Health Department. THA will follow all closure protocols directed by the Jefferson County Health Department.

Communication, Participation, and Rights

7.1 Parent Participation

Parents are welcome to spend time in the classroom, visit for lunch, or share any talents they have with the children. Parents are always welcome with no notice required, but may want to notify the teachers when they plan to visit, so that the child and the group can be prepared for the visit. If your child is having difficulty with separation, please discuss with the teachers' ways that would make parting easier. You may decide that extra visits during your child's first few weeks could make it more difficult for him/her to settle and adjust. Please discuss any concerns you may have with the teachers.

7.2 Parent / Teacher Conferences

Although, teachers are available to talk with parents informally, time is set aside twice a year for formal Parent / Teacher Conferences. Teachers complete developmental progress reports for each child. Teachers will update you on your child's behavior, progress and development at the Center. Additional conference times may also be arranged at your convenience. Conferences may be mandatory for parents if deemed necessary by staff.

7.3 Newsletter and Parent Resources

To keep you informed about Center activities, curriculum themes, upcoming events, reminders, and general announcements, THA publishes a monthly newsletter. We urge you to read it carefully. You'll also find that the newsletter can serve as a good discussion starter about the latest happenings at school. We recognize that it takes a village to raise a child so we are proud to share best practices by introducing Parent Pointers, a series of helpful articles, tips, and ideas on our blog to keep your parent game strong.

7.4 Reporting of Suspected Child Abuse

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The staff at Tiny Hearts Academy are considered mandated reporters, under this law. Staff are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior



or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. Tiny Hearts Academy take this responsibility very seriously and will make all warranted reports to the appropriate authorities.

The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, the staff of Tiny Hearts Academy cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith”. Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child’s body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints, i.e. car seats, seat belts
- Dropping-off / picking-up child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

THA makes every effort to provide a safe and healthy environment for children. The telephone number to report child abuse is: 1-844-CO-4-KIDS and 1-844-264-5437.

7.5 Inspection Authority

The State of Colorado, Department of Social Services has the right to enter and inspect our Center at any time, for any reason, with or without advance notice. They shall have the authority interview children and staff and may inspect records without prior consent. The Department has the authority to observe the physical condition of any child and may have a licensed, medical professional physically examine that child.

We recommend discussing a concern or complaint with Management of Tiny Hearts Academy. We will make every effort to resolve any issue to your satisfaction. If you feel your complaint has not been resolved, then you may contact the Social Services Department. Complaints regarding child care are filed at:

State of Colorado Department of Social Services
Office of Child Care Services
1575 Sherman Street, 1st Floor
Denver, CO 80203-1714
(303) 866-5958



To help us serve you better, please feel free to contact the Suárez family with any questions, comments, concerns and/or suggestions.

