



Employee 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 advance your childcare professional career. 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.

We 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. Tiny Hearts Academy has great career opportunities for dedicated, responsible, and nurturing professionals. We offer competitive salary and benefits, and a friendly / creative atmosphere where you can be part of a team of caring, skilled professionals. Working with children is a rewarding responsibility. 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.

This Employee Handbook is designed to provide you with an overview of our Policies and Procedures and familiarize staff members with current THA practices and standards. An electronic version (PDF) of the Handbook is issued via email. A print copy of the Handbook is available at the office for your review. Tiny Hearts Academy reserves the right to revise its policies, procedures, practices, and standards as deemed appropriate by Management. Staff members will be notified of updates to the Handbook as they occur. Please read carefully, then sign the "Permission and Sign-off Sheet" indicating that you have read the Handbook and agree to adhere to them.

1.2 History

We are a small, but powerful team that supports a network of talented teachers and caregivers who bring high quality early childhood learning to communities in Colorado. We



consider ourselves part of the tribe. The tribe of educators, trusted caregivers, and committed teachers that parents lean on daily to love and guide their child.

The Suñer's are proud and honored to be a part of the family that helps raise a child. Together, with our caring and qualified teachers, we are dedicated to the development of each and every child.

1.3 About

Our goal is to provide quality programs for our children from 3 months to 6 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 helps children, parents, and teachers work together to seek the best possible opportunities for growth and development.

Unlike traditional daycare, Tiny Hearts Academy provides a strong curriculum for infants, toddlers, and preschoolers. Our philosophy and curriculum are inspired by STEM: Science, Technology, Engineering, and Math. There is a powerful link between STEM and early childhood. Young children are natural-born engineers and scientists. In the STEM approach, science, technology, engineering, and math are a part of everything we do in the classroom.

- Science - is a way of thinking
- Technology - is a way of doing
- Engineering - is also a way of doing
- Math - is a way of measuring

1.4 Mission Statement

It is our mission to provide a safe, nurturing, loving and clean environment to foster children's development through independent play, group play, social interaction, activity explorations, imaginative play, outside play and movement.

1.5 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 THA is part of the tribe. The tribe parents 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.



1.6 Programs

There are three (3) childcare programs offered at Tiny Hearts Academy.

Infant Program: Our infant community is a warm and nurturing place where caregivers provide individualized care for each child in a safe and loving environment. Throughout the day, teachers bond and establish trust with each child. They will talk and sing during feeding, diapering and playtime. Teachers will also read children stories, an important first step for language and literacy. These daily interactions help our babies begin to understand language and communicate. We separate our infant classrooms by mobility to further enhance learning and exploring opportunities.

Toddler Program: A fully balanced day, reassuring routine, and stimulating activities provide toddlers with a sense of security. They learn through a balance of play, teacher facilitated activities, and repetition. It is the optimum environment for learning at this level of development!

Preschool Program: Pre-schoolers are guided in making an important transition from individual play to group play. Through self-correcting materials, children gain independence and a sense of accomplishment as they learn about letter formation and writing words, including their own name.

1.7 Non-Discrimination Policy

Tiny Hearts Academy does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran. Tiny Hearts Academy is an equal opportunity employer.

Tiny Hearts Academy prohibits harassment of and by its staff members on the basis of gender, race, age, color, national origin, religion, marital or veteran status, sexual orientation, citizenship, disability, and other characteristics. Harassment includes, but is not limited to, making derogatory remarks about any of these characteristics, making jokes or stereotypical comments about ethnic or other groups, and engaging in verbal, physical, and visually offensive behavior. A staff member who feels harassed has the right to file a complaint with the Colorado Civil Rights Commission and/or the Equal Employment Opportunity Commission.

1.8 Locations, Hours, and Contact Information

Edgewater	Lakewood	Wheat Ridge
5207 W. 26 Avenue Edgewater, CO 80214 P: (303) 237-6356 TinyHeartsAcademy1@gmail.com	12755 W. Cedar Drive Lakewood, CO 80228 P: (303) 980-8422 TinyHeartsAcademy2@gmail.com	3790 Chase Street Wheat Ridge, CO 80212 P: (303) 422-2050 TinyHeartsAcademy3@gmail.com
Hours: M-F from 6:30 am to 6:00 pm	Hours: M-F from 6:30 am to 6:00 pm	Hours: M-F from 6:45 am to 5:45 pm

1.9 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.

1.10 Visitors at the Center

Visitors must be pre-approved for visitation only at the discretion of Management. An employee of Tiny Hearts Academy will accompany visitors at all times. All visitors of the Center must sign the Visitor Log with time-in and time-out, address, reason for visit and must present identification at time of visit. Staff members should notify Management if expecting a visitor.



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Staff Expectations

2.1 Staff Qualifications

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 required and 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.

2.2 Recruitment and Retention

Consistency is paramount for children. Tiny Hearts Academy strives to assist in maintaining a consistent teaching and administrative staff. To better recruit qualified employees, we have an established relationship with local community colleges who offer Early Childhood Education programs as well as relationships with neighboring child care centers. To increase and maintain a high retention rate, we support employees with Early Childhood Education classes at no cost to them. We utilize the TEACH scholarship opportunity to assist us with funding the courses so the employee pays 0% tuition.

2.3 Selection of Employees

Employees are selected on the basis of their qualifications to fulfill established specifications for the job. General criteria include education, experience, mental capacity, physical ability, willingness to work in the specific environments, and ability to perform the essential functions of the position. Non-administrative employees assist in the hiring process by being able to meet and ask the prospective employee any questions. If a prospective employee is interviewed to work with a certain classroom the applicant also meets with the teacher in said classroom.

All aspects of selecting employees will be governed on the basis of merit, competence and qualifications and will not be influenced in any manner by an individual's race, color, religion, national origin, gender, age, veteran status, disability, political affiliation, sexual



orientation, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation.

2.4 Position Description

THA maintains a current position description for all positions. You should become familiar with your position description for it is used to define your specific duties. It also serves as the basis of the performance evaluation. Management will provide you with a copy of your position description during orientation. In addition to these duties, non-administrative staff is responsible for curriculum development and assisting to set program wide goals and timelines.

2.5 Performance Reviews

Evaluations of a staff member's performance will be conducted by Management. Evaluations will be performed annually. Informal evaluations will be performed throughout the year during scheduled and unscheduled classroom observations. Parent surveys will be sent out randomly throughout the year. This will enable Tiny Hearts Academy to provide additional coaching as needed.

Staff members will be required to complete a self-evaluation prior to meeting with Management. During the review process Management and employee will discuss evaluation results as well set goals.

2.6 Required Training

Research indicates that formal education or training that increases the knowledge of childcare providers has been shown to be the greatest determinant of safe and quality programming for children. Therefore, the state of Colorado has set the following requirements for staff training and development:

Required training within the first 30 days of employment, for ALL staff members:

- Pre-Service Training
- Safe Sleep (employees working with infants under 12 months, renewed annually)
- Prevention of Shaken Baby Trauma (employees working with ages 3 years and under, renewed annually)
- Occupational Safety and Health Administration (OSHA) requirements (renewed annually)
- Mandated Reporter of Child Abuse training (renewed annually)
- CPR/First Aid (renewed every 2 years)
- Standard Precautions (renewed annually)



All costs associated with required trainings are solely the employees' responsibility, as it is a requirement to work in the Early Childhood Education field and not just a requirement of Tiny Hearts Academy.

Annual Training

- 15 clock hours of training is required every calendar year. At least 3 clock hours per year must be focused in social emotional development. The required training hours go towards your annual training requirement.

2.7 State / National Criminal History Checks

Upon employment each staff member must complete a Criminal History Check and submit fingerprints to be sent to the Colorado Bureau of Investigation. Employees must complete the background check form immediately upon date of hire and have five (5) days from hire date to submit fingerprints.

2.8 Probationary Period

When you begin employment with THA, you go through a three-month (90 day) probation period during which time both you and your supervisor will have a chance to determine your suitability for the position.

2.9 New Staff Orientation

All new staff members will be asked to read the Tiny Hearts Academy Employee and Parent Handbooks. Prior to working in the classroom, Management will schedule an orientation meeting to complete required paperwork, and review Center operations and policies. Within 30 calendar days, all new staff members are required to become familiar with licensing and health department regulations. There are also licensing required trainings that need to be completed within a designated time frame. Management will provide assistance of how to complete these trainings.

2.10 Pay Scale

All employees are paid on a salary or hourly scale based on education, experience and job performance. Please see Section 2.2: Recruitment and Retention as well as Section 2.5: Performance Reviews for specifics on Tiny Hearts Academy providing tuition payment for Early Childhood Education classes and job performance expectations.



2.11 Personnel Files

Tiny Hearts Academy maintains a permanent personnel file for each staff member. These files are confidential and staff must arrange a time with Management to review their file. Staff members are prohibited from accessing the personnel file of another staff member for any reason. Staff members should report to Management if there is a change in address, phone number, emergency contact, e-mail address, marital status, or number of dependents.

2.12 Record Keeping

Employee medical records and records of exposure will be kept on site for a minimum of three (3) years. Training records will be maintained in each employee's personnel file for a minimum of three (3) years. Training records must include date of training and name of trainer.

2.13 Confidentiality

It is critically important that all staff members be discreet in sharing information regarding the children and their parents in public areas. Names and identifying characteristics of children and families should not be shared with anyone other than staff members working in the classroom and Management. Confidentiality is expected and required when grievances arise; staff members who discuss issues with individuals not directly related to the situation may be subject to the Disciplinary Procedure.

Staff should also be careful in discussing details of the THA operations, particularly problem areas with others in public, parents or other staff. Staff members may not distribute or post children's last names, address, phone numbers, etc. with the exception of distribution to Tiny Hearts Academy employees. Personal information should never be used for personal purposes. Colorado law specifically prohibits the sharing of information about children or staff members within a child care setting without written consent from the parent, guardian, or individual. This applies to outside professionals as well. You must seek written parental consent before consulting with an outside agency about a child. All of the above must be approved by Management.

2.14 Personnel Policies

The following policies are intended to protect the rights of staff members and to ensure maximum understanding and cooperation. Tiny Hearts Academy staff members are expected to be:

- On-time and alert when scheduled to be at work.
- Careful and conscientious in performance of duties, including the use of positive words and actions.



- Respectful, thoughtful, and considerate of other people.
- Courteous and helpful when dealing with children, parents, visitors, and other staff members.

2.15 Professionalism

Each Tiny Hearts Academy staff member is a child care professional and is expected to act as such. The following general guidelines for professionalism should be maintained at all times:

- Arrive on time and stay entire shift, unless otherwise requested by a supervisor.
- Is not absent from work on a regular basis and finds a substitute when necessary.
- Dress appropriately for interaction with children.
- Take directions, suggestions and criticisms, and follow through to improve performance.
- Respect confidential information regarding children, families, and co-workers.
- Display a positive attitude toward the entire Center (the program, children, families and co-workers).
- Effective communication with the entire Center (children, families, and co-workers).
- Zero tolerance for foul language or inappropriate behavior.
- Attend staff meetings and other Center events.
- Complete required training courses in a timely fashion.

2.16 Appearance and Dress Code

All Staff members are to take a sensible approach to dress and appearance, cleanliness and personal hygiene. Staff is expected to observe the 3 C's for appropriate attire at work as follows:

1. **Comfortable** – Staff is expected to play with the children and be down at their level whenever it is appropriate. To do this, staff must be dressed in comfortable clothes that allow free movement and activity. Staff members should wear clothing they feel comfortable getting dirty or stained, as staff members are expected to participate alongside the children during all daily activities. Sneakers are appropriate footwear, no open toe shoes.
2. **Clean** - All clothing should be clean with no stains, rips or tears, and must smell appropriate. This also applies to personal hygiene.
3. **Courteous** - Staff members interact with children and parents on a daily basis and should dress professionally. Clothing may not contain alcohol, drug, or cigarette references. Vulgar sayings or suggestions are forbidden. Certain articles of clothing are never appropriate for the work environment, including: halter tops, strapless "tube" tops, short skirts/shorts, sweatpants, excessively torn jeans/shorts, and low-rise jeans/shorts which expose undergarments.

Each employee is required to wear a uniform and will be issued two (2) scrub tops free of charge which are required on a daily basis. Shorts and skirts are ONLY allowed if they are



knee length or longer. It is expected that all staff members will represent themselves and Tiny Hearts Academy in a professional, friendly, and respectable manner. Any staff member not adhering to the dress code may be asked to leave and return dressed appropriately.

Jewelry

It is good practice to avoid the wearing of jewelry such as necklaces and earrings that can be hazardous, especially where these can get caught or pulled. Injury arising from wearing inappropriate jewelry will invalidate any related claim against THA.

Hair

Certain hairstyles and coloring can affect the way people perceive us. While THA embraces our differences, consideration should always be given to the impact our appearance might have on others. Hair should always be clean, and long hair must be tied back especially when handling food.

Personal Hygiene

Employees are required to have a clean appearance. This includes dress, hair, face, and body odor. THA recognizes that personal hygiene can be related to illness and stress. If a staff member is concerned of a colleague's personal hygiene, they should speak to Management. All discussions will be dealt with confidentially and discreetly.

2.17 Personal Belongings

Coats, backpacks, purses, etc. must be safely put in closets/cabinets and out of reach of children. Personal belongings may also be stored behind the front desk if needed. Tiny Hearts Academy is not responsible for lost or stolen items.

2.18 Cell Phones

It is important that every staff member's **attention remains on the children at all times**. A second's lapse in attention could result in a serious accident, which, with appropriate supervision, would have been prevented. Therefore, cell phones are not permitted in any of the Program classrooms. Cell phones should remain turned off and stored in a purse, bag, coat, etc. while a staff member is clocked in. Cell phone use is permitted only during an approved break, and never in a classroom. It is never appropriate to make a personal phone call, send a text message, check voicemail, etc. while in the presence of children. If a teacher is using their cell phone while on duty and/or in the presence of children, the Disciplinary Procedure) will be put into effect. If being on phone results in a serious accident, the employee will be immediately terminated.

It is expected that when leaving the Center for any reason (walk, field trip, playground, etc.), one staff member will carry with them a cell phone. In this circumstance, the cell phone should only be used in the event of an emergency and not for personal calls/text messaging. In the event of an emergency, the staff member must inform both the Lead



Teacher and Management of the situation. In this case, cell phones must be set to vibrate. Calls may be answered only after a substitute has arrived to replace the staff member, and outside of the classroom. Ratios must be maintained at all times.

2.19 Co-Worker Communication

Open communication between staff members, parents, and children is crucial to a successful program. Before leaving a classroom for any reason (bathroom, making a copy, calling a parent) an employee should inform his/her cooperating teachers of the reason he/she is leaving. For all involved, it is important that all issues be addressed and resolved as they arise. All employees are expected to function as a team member at all times. There must be communication between teachers as well as administrative staff regarding a child's day and behavior. It is very important the parent is able to receive accurate feedback on their child's day.

2.20 Grievance Procedure

As childcare professionals, all staff members are expected to make reasonable attempts to resolve conflicts directly with the individual(s) concerned. If a solution cannot be reached, staff members should seek assistance from Management in resolving the conflict.

Confidentiality is expected and required when grievances arise. Staff members who discuss issues with other staff members not directly related to the situation may be subject to Disciplinary Procedure as noted in Section 3.10. This policy applies both during paid hours as well as on a staff member's personal time.

2.21 Child Abuse and Neglect

All Tiny Hearts Academy staff members are mandatory child abuse reporters. Suspected cases of child abuse or neglect must be reported to the Department of Human Services Child Abuse Hotline at 1-844-CO-4-KIDS and 1-844-264-5437.

Staff members may directly report suspected incidents of child abuse or neglect to the Colorado Department of Human Services and will complete all necessary paperwork. The staff member should inform Management of the report and together decide whether or not to inform the parents of the report.

If a Tiny Hearts Academy staff member is accused of abuse and/or neglect by a parent or co-worker, such an accusation will be reported to Management and a determination will be made as to whether there is reasonable cause to suspect that a child has been subjected to abuse and/or neglect. If there is reasonable cause, a report must be made to the Department of Human Services (DHS). Tiny Hearts Academy will cooperate with any DHS investigation. In addition, the accused staff member will be informed of the allegations and



be given an opportunity to respond to those allegations. Termination of employment after a child abuse allegation is at the discretion of Management.



3.1 Access Policy

Any person at THA who is not an owner, staff member, substitute, subcontracted staff or volunteer who has had a background check and approval to be involved with child care shall not have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. Unrestricted access means that a person has contact with a child alone or is directly responsible for child care.

Any person who does not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Lead Teacher unless he/she delegates it to the Assistant Teacher due to a conflict of interest with the person.

THA staff will approach anyone who is on the property of the Center without their knowledge to ask their purpose. If a staff member is unsure about the reason, Management must have approval for the person to be on site. If it becomes a dangerous situation, staff will follow the “Lockdown” procedure. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc., will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Colorado sex offender registry:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without written permission from the Director, except for the time reasonably necessary to transport the offender’s own minor child to and from the center. The Director is not obligated to provide permission and must consult with their DHS licensing agent first.

3.2 Time Clock and Payroll

Each staff member is responsible for clocking in and out each scheduled workday using the application on the provided tablet. Staff members may not clock in more than 5 minutes before their scheduled shift, unless requested to do so, and are expected to clock out within 5 minutes of their shift end time, unless needed to stay late. If a staff member forgets to clock in or out, Management must enter the time and therefore should be notified promptly when this situation arises. Failure to follow the above guidelines may delay processing of a staff member's payroll check until the following pay date.

Paychecks are issued biweekly, every other Friday. Should that day fall on a weekend or a holiday, you will be paid on the previous business day. Management will provide each employee with specific information on payroll distribution and dates.

3.3 Schedules

Tiny Hearts Academy is open Monday through Friday, 6:30 am to 6:00 pm. All scheduling requests should be submitted in writing to Management prior to the development of the schedule for subject request. Schedules will be created based upon the needs of Tiny Hearts Academy and the children, as well as staff member availability.

Occasionally, staff members may be required to dedicate time outside their regular work schedule in order to satisfactorily complete or carry out Tiny Hearts Academy responsibilities (trainings, lesson planning, etc.). In this case, staff members will not receive additional pay for work performed outside their normal work schedule unless previously stated by Management.

3.4 Time-off Request

To request time off, employees need to write their name on the "Request Off" calendar prior to development of biweekly schedule. In order to properly schedule for the absence of employees, please provide as much advance notice as possible. Keep in mind that it is more likely to get time off requests approved if you give substantial advance notice as your immediate supervisor will have more time to plan for your absence and coordinate the assignment of your job duties. There may be instances in which time off requests are denied based on needs and/or other staffing issues. Both full time teachers of the same class may not request the same day off.

3.5 Staff Meetings

All Tiny Hearts Academy staff members are required to attend mandatory staff meetings. Important information, procedures, and policies are introduced and reviewed at these meetings; it is important to have 100% attendance. Employees will be notified at least two



weeks in advance and must meet with Management if unable to attend a staff meeting. It is up to Management's discretion whether or not you will be allowed to miss a particular mandatory meeting. The required staff meetings are paid.

3.6 Attendance

Consistency is crucial to creating a successful program. Therefore, all staff members are expected to be in regular attendance, in order to provide a consistent environment and routine.

Instances of absenteeism and/or tardiness will be documented in the staff member's personnel file. Recurring absences or tardiness are subject to Disciplinary Procedure as described in Section 3.10. All absences or late arrivals must be reported to Management at least two (2) hours prior to the start of your shift with the expectation that the staff member will arrange for their own substitute. If the staff member needs help in securing a substitute, he/she should speak with Management.

Excessive tardiness or absences is cause for disciplinary action, including employment termination. Excessive tardiness occurs when a full-time employee is tardy three or more times (two or more for part-time employees) during a 90-day period. Excessive tardiness is defined as being late to work and coming back late from breaks, or lunch. Excessive absenteeism occurs when an employee incurs three (3) or more unscheduled absences of any length in a 90-day period. Part-time employees may be subject to corrective action if they incur two or more absences in a rolling 90-day period. An employee may be terminated for tardiness and/or absenteeism after they have been cautioned one time for the need for improvement. If employees are scheduled for a shift and does not call or show, it is to be considered as a resignation from their position.

3.7 Absence due to Illness

If a staff member is ill and unable to work, Management should be notified immediately by phone. You must speak directly to Management and may not leave a message. Electronic communications such as text message and email are not acceptable methods of contact when reporting sick. Staff members are expected to follow the same health care policies as the children. Please reference Chapter 4: Health and Safety Policies. When possible, a staff member must assist in making arrangements for a substitute. In some cases, Management may request a note from the staff member's physician indicating the type of illness and when said staff member may return to work.

3.8 Substance Abuse

Any staff members reporting for work under the influence of alcohol or controlled substances will be asked to leave immediately. If Management or other staff member has



probable cause to believe a staff member is impaired while on the job, the staff member may be suspended or terminated immediately.

3.9 Tobacco Use

Cigarettes and smokeless tobacco products are prohibited within 25 feet of Tiny Hearts Academy's premises, including parking lots and outdoor play areas. Smoking and the use of smokeless tobacco products is also prohibited in Tiny Hearts Academy vehicles or in personal vehicles being used for the transportation of enrolled children, and while on field trips.

Staff members who smoke are strongly suggested against doing so immediately before or during their shift, as smoke can stay on clothing and hair for an extended time. Staff members must wash hands immediately after smoking and must not smell like smoke, before returning to work.

3.10 Disciplinary Procedure

Tiny Hearts Academy uses progressive discipline as a positive way to correct unacceptable job performance. This is not a contractual obligation because all Tiny Hearts Academy employees are "at will" which means an employee can be terminated at the will of Tiny Hearts Academy for any reason or no reason. The following are the steps, which are taken using progressive discipline.

Step 1 Verbal Warning

If a staff member's job performance is not meeting Tiny Hearts Academy's standards, or if a staff member is in violation of any policy stated in this Handbook, he/she will be informed of the problem and the possible penalties if performance does not improve. Suggestions on ways to improve job performance are discussed. Verbal warnings may be given for violation of Tiny Hearts Academy's policies, failure to follow procedures, unsatisfactory performance, absenteeism or tardiness.

Verbal warnings will be recorded, discussed, and signed by both the staff member and Management. After one (1) verbal warning has been issued for any reason a written warning will be issued if the behavior occurs again.

Step 2 Written Warning

A written warning is given if a problem/s identified by a verbal warning and has not been corrected. Written warnings will be recorded, discussed, and signed by both the staff member and Management. A staff member may receive only one (1) written warning during a six (6) month period. After one (1) written warning has been issued, any further issues or actions subject to a final written warning.



Written warnings will be issued immediately for refusal to follow lawful instructions or any other serious policy violation, which endangers the safety or integrity of a child or staff member.

Step 3 Final Written Warning

A final written warning is given if the problem is not corrected after the written warning. Final written warnings will be recorded, discussed, and signed by both the staff member and Management. A staff member may receive only one (1) final written warning during a six (6) month period. After one (1) final written warning has been issued, any further issues or actions subject to the Disciplinary Procedure may result in suspension or termination.

Step 4 Termination

Termination may result when using progressive discipline if steps have not produced satisfactory and acceptable performance. Termination may be immediate without using progressive discipline. Reasons for immediate termination may include, but are not limited to:

- Commitment of child abuse under Colorado law
- Abuse of a parent/guardian, child or another staff member
- Harassment of any kind
- Being under the influence of drugs or alcohol while at work
- Theft
- Possession of a weapon
- Use of foul language or behavior while at work
- Violation of any policy which states that violation of such policy may result in termination

The above violations are only examples and are not meant to be all-inclusive. Disciplinary action up to and including termination may be taken immediately at the discretion of Management.

3.11 Parking

Edgewater: Staff members should park on the west side of the parking lot or on Ames street. The first three parking spots on each side of the main entrance should always be reserved for parents and never parked in by staff. The area in front of the dumpster (on Ames) should always be left open as they will not remove our trash if we are blocking it.

Lakewood: Staff members should park in the furthest parking spots away from the main entrance. Please reserve the first section of parking spots for families.

3.12 Computers

All Tiny Hearts Academy-owned computers/tablets are to be used for work purposes only. Under no circumstances may software be installed without the prior permission of Management. Staff members may bring in a personal computer to use during nap time only.



The wireless network password may be obtained from Management as they see fit. Computer use is forbidden during all times other than nap/rest time.

3.13 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.

3.14 Food / Beverages

Staff members may store a small amount of food in the staff refrigerator. Food should be removed or discarded at a minimum after one week or when spoiled. Meals should be eaten and prepared only during nap/rest time or during an approved break. All beverages in the class must be in a sealed container. No hot beverages allowed in the classroom.

3.15 Supplies

Lead Teachers / Administrative Staff are responsible for reporting to Management when supplies are running low so they can be replenished before supplies are completely depleted. Please give Management at least two weeks to purchase and replenish supplies.

3.16 Reimbursement

Management must first approve all purchases made by a staff member using personal funds. Any unapproved purchases may not be eligible for reimbursement. Original sales receipts should be submitted to Management within one week of purchase to receive reimbursement.

3.17 Benefits

Eligibility for benefits is determined by employment status and Management. Benefits will be offered to employees without discrimination to any person on the basis of race, color, age, creed, sex national origin, religion, political affiliation, sexual orientation, physical/mental disabilities or marital status. Salaried staff members are eligible for:

- Vacation – 5 consecutive days of paid time off (PTO) effective after one year employment



- Sick – 5 days effective after 90 days of employment
- Paid holidays - 11 days (subject to change based on dates for Winter Break – Management will confirm dates annually)*
- Discounted child care- dependent on space availability, discounts will be provided for child care
- Health and Dental Insurance- contact name and number are provided for Kaiser Permanente
- Disability Insurance- contact name and number are provided for Aflac Insurance
- Life Insurance- contact name and phone number are provided for State Farm, Ins.
- Retirement Plan- contact name and phone number are provided for Fidelity

* Unscheduled absences before or after paid holidays / snow days will result in forfeiture of employees paid time-off.

3.18 Family and Medical Leave Act (FMLA)

Tiny Hearts Academy will provide Family and Medical Leave to its eligible employees (including qualifying exigency and military caregiver leave). THA posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns, or disputes with this policy, you must contact Omar Suner or Andy Suner in writing.

A. General Provisions

Under this policy, Tiny Hearts Academy will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1. The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.



2. The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

1. The birth of a child and in order to care for that child.
2. The placement of a child for adoption or foster care and to care for the newly placed child.
3. To care for a spouse, child or parent with a serious health condition (described below).
4. The serious health condition (described below) of the employee.
5. Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- short-notice deployment
- military events and activities
- child care and school activities
- financial and legal arrangements
- counseling
- rest and recuperation
- post-deployment activities, and
- additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position. A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.



Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with Management. If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.



4

Healthy and Safety Policies

4.1 Cleaning and Sanitizing

Cleaning, sanitizing, and disinfecting are important steps to removing dirt and reducing the spread of germs in child care settings. Routine cleaning with detergent soap and water removes dirt and grime from surfaces. Sanitizing removes dirt or filth and small amounts of germs. Floors, carpets, walls and windows must always be cleaned. Bedding, bathrooms, kitchen counters, dishes, and eating utensils are to be cleaned (to remove dirt) then sanitized. Some child care items and surfaces require the added step of disinfecting after cleaning to kill the germs on a surface. Diaper changing tables, hand washing sinks, table tops, and some toys should be cleaned then disinfected.

Using regular household bleach and water solution is an inexpensive, effective and easy way to remove or kill germs found on surfaces in child care. Bleach and water solution may be used in several ways:

- Dipping the object into a sink or pan filled with the bleach and water solution then letting the item air dry.
- Using paper towels soaked in bleach water solution to wash surfaces, then letting the surface air dry.
- Using spray bottles to thoroughly wet a surface, then allowing the surface to air dry.

All containers of bleach/water solution should be clearly labeled with the contents of the container. Remember to keep all containers of cleaning and disinfecting products out of the reach of children.

A solution of bleach and water loses its strength and is weakened by heat and sunlight. A fresh bleach and water solution must be prepared every day. Unused bleach and water solution should be poured down a drain at the end of the day. Do not discard bleach water solution where other cleaners or chemicals are used. Do not mix household bleach with other household chemicals such as toilet bowl cleaner, rust removers, acids or products



containing ammonia. Mixing these chemicals with bleach will produce toxic and hazardous gases.

Sanitizing

When using bleach and water for sanitizing eating utensils or toys that are mouthed, a weaker bleach and water solution may be used.

- 1 teaspoon bleach to 1 quart of cool tap water
- Dishes, eating utensils and toys should be submerged in the bleach and water solution for at least 1 minute then allowed to air dry. Food preparation and food service items should not be towel dried.

4.2 Disinfecting

Use Oxivir on diaper changing tables, hand washing sinks, toilets, and other surfaces that need disinfecting. Oxivir has a 1 minute contact time. You must spray Oxivir on surface, let sit for 1 minute, then wipe off.

4.3 Staff Physicals

Each staff member must receive a pre-employment physical performed within 6 months before beginning employment or within 30 days of employment. Physicals must be updated as directed by your physician. Staff members will have a “grace period” of thirty (30) days to turn in updated physicals. After 30 days, staff members may be suspended for a period of time, at the discretion of Management.

4.4 Vaccinations

Tiny Hearts Academy cares for infants under 12 months of age who do not have the ability to be fully vaccinated yet. Therefore, we require all of our employees and children enrolled to be fully vaccinated.

4.5 Illness

Our first priority at Tiny Hearts Academy is providing a healthy, safe learning environment for all children. Children will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by Management); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

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. Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing.
2. **Rash** - Rash with fever or behavior change, until a physician determines that these symptoms do not indicate a communicable disease
3. **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. 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.
4. **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.
5. **Persistent Abdominal pain** – (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
6. **Sores** – Mouth sores with drooling, unless a health care provider determines the sores are not contagious
7. **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.
8. **Pink Eye (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.
9. **Strep Throat** - Characterized by swollen neck glands and a temperature combined with a sore throat. This condition requires antibiotics. Child should not return to the Center until he/she has been on medication for 24-hours.
10. **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.
11. **Chicken Pox** - Children can attend the Center after sores have dried and crusted (usually 6 days).
12. **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.
13. **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.

14. **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.
15. **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.
16. **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.
17. **Tuberculosis** – May not return to Center until a health care provider states that the child is on appropriate therapy and can attend child care.
18. **Pertussis** - May not return to Center until 5 days of appropriate antibiotic treatment has been completed.
19. **Mumps** - May not return to Center until 9 days after onset of symptoms.
20. **Hepatitis A virus** - May not return to Center until 1 week after onset of illness.
21. **Measles** - May not return to Center until 4 days after onset of rash.
22. **Rubella** - May not return to Center until 6 days after onset of rash.
23. **Unspecified respiratory tract illness** accompanied by another illness which requires exclusion

A child who becomes ill while at Tiny Hearts Academy must be removed from the classroom in order to limit exposure of other children to communicable disease. An ill child will be sent to the office or separated within the classroom to wait for his/her parent to arrive. Tiny Hearts Academy reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

4.6 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:

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 - Virtual tours will be conducted to minimize exposure
- 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 you are excessively coughing/sneezing or exhibiting other symptoms, you 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.

4.7 Notice of Exposure and Reporting Disease

If a child or staff member is found to have a communicable disease, a notice will be posted on the door of all affected classrooms. Additionally, families who have provided an email address will receive email notification of the illness. In the event a child is reported to have a communicable disease, Management will notify the health department.

4.8 Medication Authorizations

Staff members may not administer medication to any child unless a parent and the child's doctor has completed a Medication Authorization Form. Doctor must indicate a start and end date, a reason for the medication, and the dosage to have medication administered by THA authorized staff. A Medication Authorization Form will be completed by Management and must be signed by a parent upon pick-up.

Medications must be stored in a place out of reach of children in the main office while in use at Tiny Hearts Academy. The Medication Authorization Form must remain with the medication at all times. Unused medications must be immediately returned to the family and will not be stored at Tiny Hearts Academy.

Medications may be administered only by individuals who hold a medication administration certificate and who are properly trained by our nurse consultant. When a medication is given, the teacher will document the type of medication administered, the dosage, and the time it was given as well as any unusual reactions or circumstances. Expired Medication Authorization Forms must be filed in the child's permanent enrollment file.

4.9 Documentation of Allergies

A child with allergies must have an Allergy Alert posted in a visible location in the classroom. If the allergy is food-related, an Allergy Alert must also be posted in the kitchen area. All staff working in the classroom of child with allergies must review the Allergy Alert to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented with a Health Incident Form.

4.10 Documentation of Health Incidents

Each time a parent is contacted regarding an ill child or symptoms of illness, Management should complete a Health Incident Form. All parents will be notified of any communicable illnesses present in the Center via a sign posted on the main entrance to the Center explaining the illness. In addition, parents with children in the classroom of the infected child will receive an email regarding the illness.

4.11 Documentation of Special Health Care Needs

An Emergency Care Plan will be on file for any child or staff member with special health care needs (seizures, etc.). A copy of the Emergency Care Plan must be kept in the classroom emergency binder. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's or staff member's specific health care needs.



4.12 Documentation of Accidents/Incidents

Staff members shall document accidents and incidents that occur at Tiny Hearts Academy using an Accident/Incident Report. Please document all biting incidents as accidents. If a biter breaks the skin of another child, an accident/incident report needs to be completed for the biter as well as the child who was bitten. Use great detail when explaining events, but never include other children's names. If the injury is serious, a parent needs to be contacted before pick-up. The parent shall sign the report the same day as the incident. A copy may be given to the parent. All Accident/Incident Reports must be given to Management to be placed in the child's permanent file.

4.13 Hand Washing Procedures

All staff at Tiny Hearts Academy need to follow ALL the steps identified below to prevent the spread of disease to children and staff members.

How to Wash Your Hands Most Effectively

- Use soap and warm (between 60 and 120 degrees F), running water
- Rub hands vigorously for at least 20 seconds (sing the "ABC's").
- Wash all surfaces, including backs of hands, wrists, under fingernails with fingers pointed to the sink drain
- Rinse hands well with the water running
- Dry hands with a disposable towel
- Turn off water with paper towel

When to Wash Your Hands

- Upon arrival in the classroom
- When changing from one group of children to another
- Before preparing or serving food
- After eating food
- After diapering/toileting a child
- After contact with bodily fluids (vomit, blood, mucus)
- Before and after administration of medication
- Before and after sensory play, including water play
- After coming indoors or returning from a break
- After handling pets
- After using the restroom

When to Wash Children's Hands

- Upon arrival in the classroom
- Before eating, drinking or preparing snacks for others
- After eating
- After using the toilet or having their diapers changed
- After contact with bodily fluids (vomit, blood mucus)
- Before and after sensory play, including water play
- After returning indoors from the playground



- After handling pets

If they are too young to do it themselves, staff must wash the children's hands. Older children should get into the habit of hand washing to stop disease from spreading. Remember: they will learn by watching YOU.

4.14 Feeding Infants and Safe Handling of Infant Bottles

Feeding time should be a social occasion, an excellent time to build a close relationship with an infant. Primary caregivers should sit at eye level, make eye contact, and communicate with the baby while feeding. THA policy is to feed an infant based on his/her cues unless the child's parent/guardian and/or medical provider should provide written instructions otherwise. Cues such as the following send signals that the infant is ready to feed.

- Opening the mouth
- Making suckling sounds
- Moving hands at random

Caregivers are responsible for following the parents' guidelines for feeding their infants and the safe handling of infant bottles when prepping bottles as noted below:

- Label all infant bottles with the baby's name and date. Because infant bottles are often alike, as is their food, a color-coding system is in place in each infant classroom for all food and bottle storage. For breastmilk bottles or storage bags, a black dot must be applied. For formula bottles, a red dot must be applied. A description of the system and a list of the color codes used for each child should be posted in the classroom.
- Refrigerate or freeze bottles of breastmilk immediately, as appropriate.
- Always wash your hands and sanitize work surfaces before preparing food and/or bottles and before feeding infants. Wash the infant's hands before and after they eat.
- Meet individual infant's needs and feed each child based on their Individual Care Plan as provided by parents / guardian. Babies need to eat frequently, especially if they are breastfed. Expect to feed infants approximately every two to three hours.
- Verify child's name/label on formula or breastmilk for the child and double-check the bottle / breastmilk to ensure it is given to the appropriate child.
- To thaw / warm bottle, a warming container can be utilized that is sanitized and refilled daily with fresh cold water.
- To prevent accidental burns to children, all children must remain 5 feet away of the bottle preparation area when caregivers are preparing bottles. If children come within a 5 foot radius, caregiver is required to stop preparing bottle(s) and remove child to a safe area outside of 5 feet.
- Hold babies when you are feeding them. Holding infants during feeding helps them feel more safe and secure. Holding babies also reduces the risk of their choking on breast milk or formula.
- Never give bottles to infants in their cribs or let children carry bottles.
- Clean reusable bottles and nipples thoroughly after each use. Bottles and nipples may be washed in a dishwasher in very hot water or washed by hand



Breast Milk Precautions

Breast milk is a body fluid and should be treated as such. You should clean up breast milk spills like any other body fluid: 1) Wipe up the spill wearing disposable gloves. 2) Dispose of as directed. 3) Clean the area with a bleach and water solution.

A child should never drink another child's breast milk. If this happens, the incident should be taken seriously. Although the risk of any illness being transmitted is very small, should it occur, proceed as follows:

- Inform the parent/guardian of the child given the wrong bottle that his or her child drank another child's breast milk.
- Ask the parent/guardian to notify his or her child's physician immediately.
- Inform the mother whose milk was consumed about the switch and ask her: how the milk was handled before it was brought to the center, if she would be willing to share any pertinent medical information or be tested for any communicable illnesses
- if she would be willing to allow a confidential call between her doctor and the other child's pediatrician

4.15 Diapering Procedure

To minimize contamination outside of the diapering area, prepare for a diaper change before bringing the child to diapering area, for example, by having ready:

- Enough wipes for the diaper change including wiping the bottom and hands after taking the soiled diaper away from the child's skin
- A clean diaper, plastic bag for soiled clothes, and clean clothes of soiled clothing
- Non-porous gloves if they will be used, and a dab of diaper cream on a disposable piece of paper or tissue, if cream is being used

Diapering Procedure

1. Prepare for diapering as indicated above.
2. Place child on diapering table. Remove clothing to access diaper. If soiled, place clothes into plastic bag.
3. Remove soiled diaper and place into lined, hands-free trash container used only for diaper waste. To limit odor, seal in a plastic bag or gloves before placing into trash container.
4. Use wipes to clean child's bottom from front to back.
5. Use a wipe to remove soil from adult's hands.
6. Use another wipe to remove soil from child's hands.
7. Throw soiled wipes into lined, hands-free trash container.
8. Put on clean diaper and redress child.
9. Place child at sink and wash hands following the handwashing procedures in Section 4.13.



10. Spray diapering surface with bleach-water solution and wait more than 10 seconds before wiping with disposable towel or allow to air dry. It should be noted that the recommended practice is to wait for 2 minutes to allow the solution to kill the germs.
11. Adult washes hands using the handwashing procedure described in Section 4.13 without contaminating any other surfaces.

Additional Precautions

- The diapering surface must be sanitized after each diaper change with a bleach-water or other approved sanitizing solution. All surfaces must be wipeable in order to be sanitized – i.e., no quilted pads or cotton covers. There must also never be safety straps or containers that are stored on the diapering surface. The bleach-water solution must be allowed to stay on the surface for more than 10 seconds, and ideally 2 minutes, to kill the germs. It is best for staff to spray the surface as the last step of the diapering procedure before washing their own hands. After the time lapse, the surface can be dried (no additional handwashing required at this time) or allowed to air dry (and wiped dry if still damp) before use with another child.
- Diapers are disposed of in a hands-free covered can (usually one that has a step pedal that lifts the lid) to prevent further contamination of surfaces.
- Toys that are played with or objects that are touched, while children's diapers are changed, must be put aside to be sanitized.
- **Note:** Both child's and staff's hands must be washed after the diapering procedure is completed.



5

Emergency Procedures

5.1 Emergency Medical / Dental Procedure

It is important that parents complete and update, as needed, an Emergency Contact and Parental Consent Form. This form contains contact information for both the parents as well as individuals authorized to pick up the child in the event of illness or emergency. In addition, the form allows Tiny Hearts Academy staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.

- If a child becomes ill or injured after arriving at the Center, Management will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick-up persons on the Emergency Contact and Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office and remain under the supervision of Management until a parent arrives.

If the Child Requires Immediate Medical Attention:

- The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- CALL 911.
- Provide the Center's name and location.
- Provide the child's name and a description of the incident. Follow instructions as provided by the operator.
- A staff member who witnessed the emergency situation will accompany the child to the hospital, bringing the child's physical exam, immunization records, and Emergency Contact and Parental Consent Form.
- Staff / Management may transport an ill and/or injured child in a personal vehicle if deemed absolutely necessary.

5.2 Emergency Procedures

Tiny Hearts Academy conducts monthly fire and emergency/evacuation drills. 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. Management will initiate all drills and maintain records of all drills.

During a fire/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 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 Center.

Tornado: In case of a tornado, children will be guided to the most secure area in the classroom. 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 once all children are in safety. All parents would be notified by posting a sign (if possible) on the door and contacting them by telephone and/or email once all children and staff members are at a safe place adjacent to the Center.

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 will be 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 closing window curtains. Teachers in each classroom will be responsible for ensuring all window curtains are closed

Evacuation: In the event of a real fire/emergency situation, Management or designate will inform each classroom teacher that the Center will be closing.

Edgewater: All occupants of Edgewater location will walk to Spring Ridge Park at 5361 W 26th Ave, Denver, CO 80214. If that is deemed an unsafe evacuation location, we will walk to Edgewater Elementary school located at 5570 W. 24th Ave, Edgewater, CO 80214.

Lakewood: All occupants of Lakewood location will walk to Rebuilding Together 12567 W. Cedar Dr. Unit 200. Lakewood, CO 80228. If that is deemed an unsafe evacuation location, we will walk to St. Anthony's Hospital at 11600 W 2nd Pl, Lakewood, CO 80228.



Wheat Ridge: All occupants of the Wheat Ridge location will walk to King Soopers at 5301 W 38th Ave, Wheat Ridge, CO 80212. If that is deemed an unsafe evacuation location, we will walk to Advanced Auto Parts at 5400 W. 38th Ave, Wheat Ridge, CO 80212

Teachers will account for all children using an 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 the 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 the 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.

5.3 Missing or Abducted Child

In the event of a missing child, the Lead Teacher will search for the child in the immediate area, while another staff member calls Management to help with the search. If the child cannot be located in a reasonable amount of time, Management will notify the associated police department (Edgewater or Lakewood) and the child's parents.

In the event of an abducted child, the Lead Teacher must immediately contact Management who will notify the Edgewater, Lakewood, or Wheat Ridge Police Department, and the child's parents.

5.4 Power Failure

Staff members and children should remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes. If power cannot be restored within a reasonable amount of time, the Center will close and parents contacted.

Management and designate is responsible for contacting parents to inform them of the closing and of the need to immediately pick-up their child. Activities will resume as possible until parents arrive.



5.5 Exposure Control Plan

THA is committed to providing a safe work environment for all employees. In pursuing this endeavor, THA is providing a Blood borne Pathogen Exposure Control Plan (ECP) which meets the requirements of Occupational Health and Safety Organization (OSHA)'s Blood-borne Pathogen Standards. This ECP includes the following information:

- Employee exposure determination
- Methods of implementation and control
- Training and communication of hazards to employees
- Post-exposure evaluation
- Record keeping

Program Administration

Management is responsible for:

- Implementing ECP and reviewing the plan at least annually and updating it as needed.
- Assuring that written clean-up procedures are developed and that an appropriate disinfectant is available and used.
- Maintaining ongoing controls such as labeling biohazard bags and solutions and provide all personal protective equipment (PPE), and other needed supplies, such as sharp containers and “spill kits”. (“Spill Kits” refers to a kit made up of disposable medical gloves, resuscitation bags, eye protection or goggles, aprons, disinfectant, disposable towels, red/biohazard labeled bags. Red/Biohazard bags are needed only for items which release blood when compressed)
- Ensuring Universal Precautions training is available for employees
- Documentation of completed training
- Making the written ECP available to employees

Employee Exposure Determination

The following is a list of job classifications in which employees will be expected to handle blood or OPIM:

- Director/Owner
- Assistant Director
- Teachers (Leads, Assistants and Aides)
- Volunteers/Interns
- Kitchen Manager

Methods of Implementation and Control

- Standard Precaution procedures must be used by employees when handling blood or OPIM. Universal Precautions means an approach to infection control in which all human blood and certain bodily fluids are treated as if known to be infectious with HIV, hepatitis B, and other blood borne pathogens.
- Exposure Control Plan (ECP) is available to all employees and volunteers.
- Work Practice Controls include:
 - Accessible handwashing facilities
 - No eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses when blood or OPIM is present

- No food or drink shall be kept in areas (such as on countertops) where blood or OPIM is present
- All surfaces contaminated with blood will be cleaned with bleach water solution
- Most items used in cleaning a blood spill (i.e. paper towels) will be placed in the regular trash unless saturated with blood. Items saturated with blood to the point that blood is released when compressed shall be placed in a leak-resistant bag labeled with the biohazard symbol.
- Containers for “sharps.” All needles and syringes will be discarded in container immediately after use. Needles must not be recapped.
- Personal Protective Equipment (PPE) shall be available to employees. The following PPE is available at Tiny Hearts Academy:
 - Single-use non-latex gloves
 - Gloves shall be used when handling blood or OPIM and replaced if torn, punctured, contaminated, or if their ability to function as a barrier is compromised.
 - Hands and any exposed skin shall be washed immediately or as soon as feasible after removal of gloves. Unless saturated with blood, gloves may be placed in the regular trash. Gloves saturated with blood shall be placed in a leak-resistant bag labeled with the biohazard symbol.
- Training in Standard Precautions and Blood Borne Pathogens is required of all employees annually. The training must cover at a minimum, the following elements:
 - A copy and explanation of the OSHA standard.
 - Epidemiology and symptoms of blood borne pathogen
 - Modes of transmission
 - Methods to recognize exposure tasks and other activities that may involve exposure to blood.
 - Use and limitations of engineering controls, work practices and PPE.
 - PPE-types, use, location, removal, handling, decontamination, and disposal
 - PPE-selection and basis
 - Hepatitis B vaccine (stated to employee that vaccine is free of charge prior to offering vaccine).
 - Use of “spill kits” and location of kits with quick access.
 - Procedures for limiting exposure to blood or OPIM
 - Post-exposure evaluation and follow-up

5.6 Weather-Related Closings

THA will remain open during most severe weather and will close in accordance with Jeffco Public Schools. These closings only follow those relating to weather. When the Center is not in session, Management will monitor the weather and local news stations to determine when it is appropriate to close the Center early or cancel care for the day.

In the event that THA closes early or cancels care, parents will be contacted by email and informed of the situation. Children should be picked-up in a reasonable amount of time to ensure all parents, children, and staff can travel home safely. We are on the closure list for Channel 7 news as well.



5.7 Inclement Weather

To ensure the safety of our families and staff, Tiny Hearts Academy follows the Jeffco Public School System for any weather-related closings. 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 credits will be issued for such days as this is paid time-off for staff.



6

Classroom Expectations

6.1 Ratios

At THA, we maintain the following staff-to-child ratios at all times in our classrooms:

- 12 weeks to 2 years 1 staff for every 5 children
- 2 years to 3 years 1 staff for every 7 children
- 3 years to 4 years 1 staff for every 10 children
- 2 ½ years to 6 years 1 staff for every 10 children
- 4 years to 6 years 1 staff for every 12 children

To move toward a lower child to adult ratio, we provide a third teacher for our non-mobile infant rooms making this class' ratio 1:3. We also have an extra teacher scheduled from open to close to float to the other classrooms during times of transitions or any other difficult time.

Children may be combined with another class as long as they are within the age group allowed for that class. For example, a non-mobile infant may combine into a mobile infant room because they are both licensed for 6 weeks - 18 months.

Nap Time Ratios: All classes, except pre-school, must keep the same ratios. Preschool may only have one staff member in class if the majority of the children are sleeping and/or resting.

Ratios must be maintained at all times, including when emergency procedures are in effect.

6.2 Arrival

Staff members are expected to greet each child and parent by name upon their arrival to the classroom. Arrival is the opportune time to discuss how the child's night was, what he/she ate for breakfast, special instructions for the day, etc. Upon arrival, each family must be personally greeted by a staff member. Staff should be looking for previous injuries, signs of illness, or unusual behavior.



6.3 Departure

During the enrollment process, each family completes an “Emergency Contact and Parental Consent” form. This form provides authorization for select individuals to pick-up children from the Center. If you are not familiar with the person attempting to pick-up a child, you must request photo identification and check the “Emergency Contact” form. At the end of the day, staff must check the attendance clipboard to verify all children have been signed out.

6.4 Classroom Environment

The actual room arrangement of each Program is the responsibility of the Lead Teacher and Full-Time Assistant Teacher. Space should be organized according to the Environment Rating Scales (ERS). Centers should include blocks, dramatic play, art, large and small motor, and books. These areas should be clearly defined, with obvious boundaries. Quiet areas should be set-up as far away from noisy activities (blocks, cars, etc.) as possible. The room décor should consist mostly of child artwork and photographs of animals, people, food, and the children themselves at the child’s eye level. Room arrangement should take into consideration that staff must be able to see every child at all times.

For a more detailed description of room arrangement and the physical environment, staff members may refer to copy of the appropriate ERS manual, available in the office. Management must approve changes to the physical environment, including the room arrangement.

6.5 Daily Schedule and Activities

The Lead Teacher and Full-Time Assistant Teacher work cooperatively to create a daily schedule and plan activities that meet each child’s developmental abilities and needs. Every staff member is responsible for the carrying out the schedule and activities. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities. Lesson plans and the daily schedule must be posted in the classroom and visible at all times. Under no circumstances will a teacher make changes or remove parts of the schedule without prior approval from management. Such changes, without approval, could lead to disciplinary action and/or immediate termination.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines should be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.



6.6 Free Play

“Free-play” (also called child-initiated activities, free choice, self-selection) must be incorporated into the morning and afternoon schedule. Teachers are expected to actively participate with the children during free play activities by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc.

6.7 Outdoor Play

Outdoor play must be incorporated into the daily schedule for both the morning and afternoon, in almost all weather conditions. In the event of rain, severe wind/cold, or extreme heat, children are permitted to remain indoors. Teachers should refer to the Child Care Weather Watch poster to determine if it is too hot or cold to play outdoors.

There is less structure in an outdoor learning environment; however, it is expected that staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed play, children are able to choose their friends and who to interact with.

The outdoor learning environment is an extension of the indoor classroom. Concepts taught indoors can be expanded upon while outdoors. For example, building with blocks on an uneven surface outside, or playing with toy cars in the grass teaches children about different textures, sounds, and smells because the environment is naturally different from the indoors. Lesson plans must include an outdoor learning component.

6.8 Nap/Rest Time

The Colorado Department of Human Services requires that all children be provided a regularly scheduled nap or rest time. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child but should be for a minimum of 10 minutes. Children should be provided alternative quiet activities if unable to sleep.

6.9 Multimedia

The use of multimedia in our Program can be occasionally allowed as an extension of the teaching and learning that takes place in our classrooms. These instances are extremely limited and must be pre-approved by Management.



6.10 Pets and Visiting Animals

Staff may introduce a class pet to the classroom. Pets and visiting animals that are brought into the classroom must be carefully considered for their temperament, health risks, and appropriateness for young children. No animal may be brought into Tiny Hearts Academy without first notifying and receiving permission from Management. Once approved by Management, pets and visiting animals must have documentation from a licensed veterinarian or animal shelter to show that the animal(s) is fully immunized and that the animal is suitable for contact with children.

6.11 Curriculum

Curriculum at Tiny Hearts Academy includes child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. Tiny Hearts Academy uses STEM-based curriculum to promote critical thinking skills among other teaching philosophies. Curriculum for one theme covers a span of four weeks. Monthly curriculum is due based on the Center's deadline. This is to ensure Management has time to review the curriculum and be able to present it in the standard format for parents. If curriculum is late, the Disciplinary Procedure (Section 3.10) will be put into effect.

Each classroom has monthly and weekly lesson plans posted in the classroom Parent Board. These plans contain a number of activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans should reflect children's changing interests. Plans need to include one age appropriate Early Learning Guideline each week.

Each classroom is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and must be included in both the morning and afternoon schedule. Self-selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

6.12 Themes

The use of themes is a practical and logical way to begin curriculum planning. The themes should be based upon what the children know and see every day, as well as the children's interests. The themes must be age-appropriate and span the length of one month depending on the interest level.



6.13 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 parents on child's behavior, progress and development at the center. Additional conference times may also be arranged as needed. Conferences may be mandatory for parents if deemed necessary by the teacher or Management. Conferences are performed within 90 days after enrollment begins and repeated every 6 months. Assessments are based on the Colorado Early Learning Guidelines for the child's specific age group. Lead Teachers are expected to conduct a minimum of two parent-teacher conferences per year. A copy of the Parent / Teacher Conference form and child development summary must be placed in the child's permanent file after conferences.

6.14 Weapons/Violent Play

There is a strict policy of no weapon play at Tiny Hearts Academy. Children are not permitted to play with weapons of any type or size or to pretend that items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or violent play. If a child brings a weapon toy to Tiny Hearts Academy, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons.

Competitive behavior is minimized in our Programs. In young children, competition often increases negative behavior and decreases acceptance of others. Bullying is not considered acceptable behavior, all efforts will be made to guide children in finding appropriate ways to interact with others.

6.15 Biting Policy

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or their teachers. There are a variety of strategies we implement at Tiny Hearts Academy to prevent and stop biting. This is the process followed when a child bites:

- All of the initial attention should be given to the child who got bit. Completely ignore the child who bit, if possible, until the child who got bit is well taken care of. Then follow up with the child who bit and tell them: "Stop biting. Biting hurts" in a firm voice. Teachers should remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As



little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.

- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is important to explore the reasons for biting when it occurs. Teachers need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

1. The teacher will examine the context in which the biting is occurring and look for patterns. The following questions should be asked:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care they deserved at other times?
2. The teacher will change the environment, routines or activities if necessary.
3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways.
4. The teacher will observe the child to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent, and Management will meet regularly to develop an action plan and measure outcomes.
7. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented in an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

6.16 Guidance Strategies

Every staff member who cares for children has a responsibility to guide, correct, and socialize children toward appropriate behaviors. These adult actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility, and help children make thoughtful choices. Effective caregivers encourage appropriate child behavior and often results in less time and effort on correcting children's misbehavior.



Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledge the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation and a good understanding of the child. Tiny Hearts Academy staff will use only positive guidance techniques.

When interacting with young children, staff should ask themselves the following questions: "Am I..."

- Validating feelings?
- Asking open-ended questions?
- Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children – not at them?
- Circulating throughout the classroom?
- At the child's eye level?

Reasons for Misbehavior

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave.

- Children want to test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules, or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.
- They have been previously "rewarded" for their misbehavior with adult attention.

Preventing Misbehavior

Child misbehavior is impossible to prevent completely. Children, usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, there are many positive steps caregivers can take to help prevent misbehavior.

- Set clear, consistent rules. (e.g., walking feet; gentle touches)
- Make certain the environment is safe and worry-free.
- Show interest in the child's activities. (e.g., participating in activities with the children so they stay interested for longer periods)
- Encourage self-control and independence by providing meaningful choices. (e.g., "You may pick-up the blocks or play in the art center.")
- Focus on the desired behavior, rather than the one to be avoided. (e.g., "Ashley, please use gentle touches with your friends.")
- Build children's images of themselves as trustworthy, responsible and cooperative.
- Give clear directions, one at a time.



- Say "Yes" whenever possible.
- Notice and pay attention to children when they do things right. (e.g., "Joey is playing so nicely. I like it when you keep the blocks on the table.")
- Encourage children often and generously.
- Set a good example. (e.g., using a quiet voice when children should be quiet)
- Help children see how their actions affect others.

Responding to Misbehavior

Below are strategies Tiny Hearts Academy staff will use to respond to child misbehavior. Remember, it's always a good idea if rules are explained fully and clearly understood before misbehavior occurs. Whenever possible, involve children in making the rules for the classroom.

Redirection

This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, quickly get the child's attention and introduce another activity. For example, "Kate, please help me water the flowers now. You've been riding the bike for a long time and it's now Logan's turn."

Logical consequences

These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related. For example, Andrew is standing on his chair at lunch. His teacher should remind him that if he stands on his chair, he could fall and get hurt; this will make him sad.

Participate in the solution

If a child damages something, he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that. For example, "it made Brandon very sad when you told him he wasn't your friend anymore. Please come apologize and help me make him feel better."

Natural consequences

Allowing children to experience the consequences of their behavior is also called learning the hard way. For example, Laura does not put her books back in her school bag after she finishes reading. One day she loses a book, and therefore must find a way to replace it. Only use natural consequences when they will not endanger the child's health or safety.

"Take a break"

In some instances, a child may need to be removed from a particular situation in which he/she has become overwhelmed or violent. The child should be directed to "take a break." This strategy gives the child a chance to calm down, regain control, and reflect quietly on her or his behavior away from others. Once the child has calmed down, staff should talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair. For example, "Hannah, we have talked often about how hitting hurts our friends. But because you hit John, please leave the blocks center and go calm down. I will talk to you when you are ready."



If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to Management.
2. Management will observe the child and meet with the Lead Teacher to develop a Behavior Management Plan.
3. The Behavior Management Plan will be discussed with the parent and then put into practice.
4. Management, Lead Teacher and Assistant Teachers, and parents will evaluate the Behavior Management Plan. If needed, adjustments will be made.

** If a child's behavior becomes threatening to themselves, other children, staff or teachers, the child will be removed from the classroom and possibly the Program for a period of time.

Useful Phrases

The following phrases are useful when problem-solving with children.

- Instead of "No" or "Don't" say "Please stop", offer 2 different options that are ok, rephrase so your statement is still positive; e.g. if child is standing in a chair say "Where do our feet go" or "please put your feet on the floor"
- Instead of "That's not nice" say "Please use gentle touches", or "That hurts Jordan"
- Instead of "No running" say "I need you to use your walking feet" or "You may run when we go outside"
- Instead of "Stop crying" say "I need you to use your words to tell me what is wrong" If child is younger say what they should be telling you. E.g. if another child is in their personal space, demonstrate what language the child should use "please move, you are in my bubble"
- Instead of "Can you put away your toys?" (If it is not a choice, do not pose it as a question) say "You may help me pick up the blocks, or help Alyssa pick up the puzzles"
- Instead of "I said yes" (when a child tells you "no") say "No is not a choice, I need you to..."

6.17 Removal of a Child from the Classroom

Children cannot be removed from the classroom as we do not have extra staff available to correct ratios. In rare instances, children may be brought to the main office and Management will assist the child in calming down and/or help staff manage the classroom. Teachers must call the office and speak to Management before removing a child from the classroom. If at any time a child's behavior becomes threatening to themselves, other children, staff or teachers Management must be notified immediately.



6.18 Meals and Nutrition

Tiny Hearts Academy follows the Child and Adult Care Food Program (CACFP) nutrition and practice guidelines for meals and snacks.

- Prior to each meal, tables must be washed with soapy water. Each table must then be sanitized with bleach water and either air-dried or wiped clean with a dry paper towel.
- All staff and children must wash hands before and after each meal for at least 20 seconds.
- Staff shall sit with children at the tables and supervise all mealtimes. Staff should encourage conversation by asking questions or talking about the food; good table manners should be modeled.
- Children will never be forced or bribed to eat.
- Children must have every food on their plate. However, if a child states that he/she does not like a particular food, they may place just a small amount (ex: one or two peas) on their plate. No items in the child's lunch may contain nuts of any kind.
- Following every meal, tables and chairs must be washed with soapy water and sanitized with bleach water.

Food from Home

Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging. Please check with your child's teacher before bringing any homemade snacks. A list of healthy snack options approved by the USDA and Colorado Department of Education is available from Management.

CACFP Code of Conduct

Any person employed by Tiny Hearts Academy who is engaged in procurement of Child and Adult Care Food Program goods and services shall be bound by this code and uphold the following standards:

1. Shall not solicit gifts, travel packages and other incentives from prospective contractors.
2. Shall not participate in the selection, award and administration of any contract to which an entity, or certain persons connected to them, have financial interest.
3. If unsolicited gifts or other incentives received are of normal value (less than \$25) or the financial interest is not substantial, they may be acceptable. All gifts and incentives must be presented to Management prior to receipt for approval. Anything valued higher than \$25 is subject to non-approval and will be returned to the giving party.
4. Disciplinary actions that will be applied if the above standards are violated include verbal, written, final warnings and possible termination.



7

Parent Communications

7.1 Parent Interactions

Many of our employees will become well acquainted with the parents of the children. This is an important part of providing quality care, but there are a few guidelines to which staff members must adhere:

- Address parents by their first name.
- Talk with parents about an issue with their child only if you are not in the classroom with children.
- Never talk about concerns of child in front of any other children.
- When stating a concern about their child also state at least two positive things about their child, i.e. sandwich complement. Don't focus only on the negative.
- Do not use other children's names when discussing behavior concerns and/or incident reports.
- Avoid the phrase "I don't know." Instead, say "I'm not certain of the answer for that; can I get back to you?" then find the answer and reply to the parent as soon as possible. Always offer a solution, even if you do not know what that solution should be, i.e. "let me discuss some possible solutions with Management and get back with you tomorrow." Or if a child has a bad diaper rash "we will check his diaper every hour instead of every two hours"
- Conversations at pick-up and drop-off should be brief; your chief responsibility remains the supervision of the children. If you feel a parent needs more time or attention, ask to schedule a time to meet outside the classroom.

7.2 Handling Parent Complaints

- Listen carefully. Many times a person just needs an opportunity to air his or her feelings and feel they've been heard.
- Repeat what you have heard the other person say, trying to summarize it in one sentence. ("You're upset that Gavin isn't able to stay awake for dinner and seems crabby at night.")
- State the changes that you think the parent would like to have made. ("You would like us to make sure Gavin lies down for at least an hour every afternoon.")
- State what you will do to solve the problem. ("I will speak with the other teachers and make a note on his chart to make sure the message reaches everyone.")



- Follow through and follow-up. If you tell a parent you will do something, do it promptly and follow-up with them immediately afterward. (“I spoke with the other teachers last week; how are things going with Gavin? Did you notice a change?”)
- If you are unsure how to solve the complaint, refer the parent to Management. (“I’m not sure how to answer that; Management will be able to better help you.”)

