



GENERAL GUIDELINES

It is our job, at all times, to be one-step-ahead of the children in our care and to create policies that can eliminate any and all potential difficulties or dangers.

1. Communication is the key! We encourage frank, open communication between the administration and all parents regarding their children's participation in the Center's programs. The more we know about your children the better equipped we will be to handle their individual needs. During these early childhood developmental stages children can go through an infinite number of phases. In that regard, it is always helpful to us to know if they are any changes in your son or daughter's emotional, physical or developmental growth, no matter how minor they may seem. In this Registration Packet, there is a Child Information Form which you will complete and then revisit each year as your child matures. We, in turn, will provide you with information and our observations, as needed.
2. You are welcome to visit the Center during operating hours to observe either your child or our programs in general. To facilitate your visits and maintain security, however, all visits must be approved in advance by the administration. If you do wish to visit all you need to do is inform an administrator in advance of the day you wish to come by and the approximate length of your visit (you are welcome to stay for the entire day if you wish, just bring lunch) and as long as we have not yet exceeded our limitation of two (2) visitors per day, we will be pleased to have you at the Center. Regularly scheduled visits on a weekly or other basis can also be arranged.
3. Should you ever wish to discuss your child needs, wants and/or behaviors with us in a more detailed fashion than the time during our daily greetings allow, we are always available for you by appointment. While all the members of our staff who deal directly with your child are permitted to talk to you about the days' activities, please bear in mind that only our administrative personnel are authorized to discuss your child in a substantive manner regarding their development. This policy has been adopted to safeguard your family's privacy. Since personnel who violate this policy are subject to immediate dismissal, please understand when they direct you to an administrator. Administrative personnel are ALWAYS on duty at all times during the Center's hours of operations. Individual, in-person parent conferences and a "Back-to-School Night" are scheduled conveniently during the year so parents have an additional opportunity to meet with staff and discuss issues pertinent to the Center and your child.
4. To maintain the physical security of all of the children in our care, the following policies have been adopted:
 - ✓ All parents must check in with administrative personnel immediately upon entry to our building.
 - ✓ No individual, parent or otherwise, who is not on file may enter a classroom unless accompanied by a staff member.
 - ✓ Children are not to be approached while they are outside, either as an individual or as a group. Unfortunately, regulations set forth by both the New York State Department of Health and the New York State Department of Social Services preclude persons other than staff members from taking part in the children's activities while on the grounds of a day care center for reasons that are mainly medical in nature.



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- ♥ If you wish to allow others to regularly pick-up your children for you, you are required to fill out a release for each individual you wish to authorize. In addition, you must bring in a photo of each of these individuals or bring them to our office so that we can take a photo. In an absolute emergency, we will allow a parent to call the Center with the name of an individual not on file who will pick up your child. This person **MUST** provide proof of identity upon arrival. **NO CHILD WILL BE RELEASED INTO THE CUSTODY OF ANY PERSON WITHOUT FOLLOWING ONE OF THE ABOVE PROCEDURES!** Any staff member that does not follow this policy is subject to immediate dismissal. We like to sleep well at night! You are trusting us with your child and it is a responsibility we take extremely seriously. We are unfortunately aware of the realities of the world we live in and therefore this policy will never be waived for anyone, for any reason, so please don't ask!
- ♥ Our hours of operation are from 7 a.m. until 7p.m., Monday through Friday. As we explain in our Statement of Policy, an additional charge of \$1 per minute must be paid directly to the staff member who remains with your child(ren) each minute after 7p.m.
- ♥ As we would never dare to enter your place of business and commence ordering your staff to do things, please do not do so in our place of business. Should you have a specific concern, request or complaint, please bring it to the administrator on duty and not to individual staff members. Our staff has been directed not to accept instructions from any persons other than their superiors on the staff of Happy Tots Child Care Center, Inc. Aside from it being a simple, prudent business practice to maintain this policy, you must remember that we are not caring for your child alone, but as part of a larger group. Something which may seem strange or odd or alarming to you, arriving in the middle of a given activity, may in reality be a wonderful exercise which you will understand once it is explained to you.
- ♥ Each staff member is provided with a comprehensive Employee Handbook upon hiring. They are required to review its components, initial each page, and submit a signed acknowledgment of receipt and review. Updates are provided, as needed. A complete copy of our Employee Handbook is available for your review, upon request.
- ♥ Finally, there are no favorites at Happy Tots. At our Center, every child has his or her share of the spotlight and is taught to be supportive when it is someone else's turn. Children develop at different rates and with different abilities. We ask that all adults who interact with the children (administrators, staff, parents) please refrain from making any comment, other than how wonderful all of the children are, which would be considered disparaging by another parent or might potentially hurt the feelings of a child if they happen to overhear you (and make no mistake, they hear everything!).