



## Parent Manual

Thank you for choosing Ten Mile Academy! We are so excited to be involved in the care of your child. This manual is intended to introduce you to some very important policies and procedures we follow within our center.

Please be sure to read this manual carefully and don't hesitate to contact the center director if you have any unanswered questions. We require that our parents have read and acknowledge receipt of this manual upon enrollment in our center.

We look forward to working with you!

Ten Mile Academy Team

## Mission Statement

Ten Mile Academy strives to provide a high-quality educational environment for the children in the communities we serve, thereby laying a well-rounded educational foundation and passion for learning.

## Enrollment

Prior to enrollment, you will be provided with a series of documents that are required to be completed before your child(ren) begin attending our center. These forms collect important information and are expected to be completed in their entirety. The state of Idaho also requires that we keep up-to-date immunization records on file for all children within our care. Therefore, this file must be received on or before the child's first day at the center. Each time the child receives new immunizations, it is the parent's responsibility to provide the center with an update immunization record. Failure to comply may result in immediate termination from the center.

## Illness Policy

Parents agree to keep their child/children at home or seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain
- Fever (100°F/38.3°C or higher)
- Sore throat or trouble swallowing
- Headache or stiff neck
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps
- Blood in stools
- Nausea or vomiting
- Severe itching of body and scalp (symptomatic rashes that may be contagious)
- Signs of pink eye
- Significant respiratory symptoms such as wheezing, uncontrolled coughing, productive cough
- Known or suspected communicable diseases

It is required to keep (or take) a child home when the child:

- Is suffering from one or more of the above symptoms
- Is not well enough to take part in the activities at the daycare center

Ultimately the care of the child is the parent/legal guardian's responsibility.



Parents will inform Ten Mile Academy within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family. This is to protect my family and the other families who attend the daycare. Failure to do so is grounds for immediate termination of care.

Parents agree that a child will be symptom free, without the aid of symptom reducing medications such as Tylenol, for a full 24 hours prior to returning to Ten Mile Academy. We reserve the right to ask for a note from your family doctor, depending on the illness/disease.

### **Care of a Sick Child and Notification of Parents**

When a child becomes ill, we will make the child comfortable in a quiet place where he/she can rest and will be closely supervised until the parent/guardian arrives to take them home.

Parents will be notified immediately and agree to begin making alternate work arrangements or arrangements for alternate child care until the child is able to return to Ten Mile Academy. If your child is seriously ill, the parent or designated pick up person must come for the child IMMEDIATELY. If we cannot reach a parent, we will call an emergency contact listed on the registration form.

### **Medications**

Prescription medications will only be given to a child in care with the following conditions:

- Parent/guardian gives written permission to Ten Mile Academy, with full instructions as to dosage, and times to administer medication
- All prescribed medications must have the child's name on the prescription bottle
- Non-prescription medications will be administered as per recommended dosages on medicine bottle

### **Diapers, Wipes, and Potty Training**

Please be sure your child always has diapers and wipes. The weekly tuition to Ten Mile Academy does not include these types of supplies, including diaper cream for the treatment of diaper rash. We will notify you when your child is low on supplies. If we have notified you that your child needs more diapers or wipes, and they have not been supplied, your account will be charged \$1.00 for every diaper, and \$1.00/day for wipes.



## **Potty Training**

We are happy to work on potty training with your child. However, until your child is able to have no more than two accidents a week, it is strongly advised that he/she should wear disposable training pants (such as Pull Ups) to school for sanitary purposes.

Please provide training pants for your child while at school. We will take your child to the restroom on a regular basis to encourage proper toilet usage. Please keep in mind that the activity level at the daycare center can distract your child from responding to an urge to use the potty, more so than at home. Therefore, we will continue to use disposable training pants until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Please also continue to provide disposable training pants for nap time.

## **Center Closures**

### **Holidays**

Ten Mile Academy will be closed on the following days if they happen to fall on a weekday: New Year's Day (January 1<sup>st</sup>), Memorial Day (actual date varies), Independence Day (July 4<sup>th</sup>), Labor Day (actual date varies), Thanksgiving Day (actual date varies), and Christmas Day (December 25<sup>th</sup>).

When we set our rates it is with the understanding that we observe the above holidays. If one of these holidays falls on a weekend, the Friday or Monday before or after the holiday may be closed instead. Credit is not given for scheduled closures to observe holidays.

We recognize that there are certain days surrounding major holidays which will likely be minimally attended by children. Such days include the day after Thanksgiving, Christmas Eve, and New Year's Eve. Ten Mile Academy may survey parents prior to each of these days and ask them to sign up their children if they will need child care. This will allow us to appropriate staff those low attendance days and give our staff the opportunity for time with their own families.

### **Vacation**

After three months at Ten Mile Academy, full-time families receive two weeks (10 days) of vacation and part-time families receive one week (5 days) vacation per year. Vacation time must be submitted at least two weeks in advance and use in one-week increments. Unused vacation does not roll over from year to year.



## School Closures and Inclement Weather

Ten Mile Academy follows the West Ada School District calendar. Our service to our child care families, as well as the safety of our employees are top priorities for us. We know that when schools are closed due to bad weather that parents may still need to work.

On days when the West Ada School District is closed due to weather, Ten Mile Academy may have a late start and early closure to ensure the safe travel of our employees. During school closure days, Ten Mile Academy may adjust hours of operation however parents will be notified if any changes are made.

## Tuition and Fees

### Tuition Payment

Tuition is due each Monday for the current week's child care. Payments received after Friday will be assessed a \$10.00 late fee each day up to 10 days after the due date. After 10 days of no payment, children will not be allowed to return to Ten Mile Academy until tuition has been paid in full. A \$25 returned check or EFT fee will be assessed for returned or failed payments. Tuition is not based on your child's attendance, but rather on the space held for your child. Child care tuition will not be adjusted for holidays, late arrivals, early pick-ups or missed days. If your child is part-time and attends on a non-scheduled day, they will be charged for that day, regardless of their attendance for the week. Registration with one form of payment is required at the time your child is enrolled. EFT is the preferred method of payment, however if parents choose to pay with a credit/debit card, a 3% convenience fee will be added to the weekly tuition charge.

Ten Mile Academy operating hours are 6:30 AM to 6:00 PM Monday – Friday. Children picked up after these posted business hours will incur a \$1.00/minute late fee to their account. If the credit/debit card on file or EFT fails, parents will be notified and extended lateness could result in disenrollment and notification to the credit bureau and/or turned over to a collection agency. **If your account remains unpaid in full beyond 30 days, we reserve the right to turn over the account to a collections company with the appropriate fees applied.**

### Registration and Materials

There is a \$75 per child, per year materials fee. This is billed and collected during the first week your child(ren) attends Ten Mile Academy and annually thereafter.

### Termination

A two-week notice is required in order to terminate this agreement with Ten Mile Academy. By signing a child care contract agreement, you agree to give a two week notice before



terminating care or paying the two week fee to terminate immediately. The two-week fee is equivalent to two full weeks of tuition for your child(ren).

### Child Care Schedules

If your child is part time, they must either have a set schedule. If a holiday falls on a scheduled day, there will not be credit given for the holiday. If a child comes on a non-scheduled day, they will be charged for that day. If you would like to change your schedule, you must consult the Director for availability and submit your request in writing for our records (an email is sufficient). If a schedule is changed you will be expected to adhere to the new schedule.

Mid-day nap and rest times are extremely important for children. Because some children become upset and cry during drop-off, we ask that parents do not drop-off children during the mid-day rest time. This “black out time” is from 11:30 AM – 2:30 PM daily. We appreciate your understanding of this request, especially for our one’s, two’s, and three’s classrooms.

### Infant Feeding

We are supporters of breast feeding and mothers are welcome to come breastfeed during infant feeding times. If a mother cannot come breastfeed in person, we encourage parents to bring labeled breast milk so we can feed your baby by bottle when you are not available. This means that infants must be able to feed from a bottle prior to enrollment.

If the parent/guardian wishes to have the infant use formula, this must be provided by the parent. Ten Mile Academy will not provide infant formula for your infant. Additionally, the parent must notify Ten Mile Academy staff when the infant is ready to transition to solid foods. The parent must instruct the staff on the frequency of eating solid foods and must provide their own baby foods. Once the infant has transitioned off breastmilk/formula and baby food, Ten Mile Academy will provide meals as part of the tuition costs.

### Discipline

Learning proper behavior takes practice. Our teachers work on positive reinforcement, predictable routines, and teaching self-control when managing their classrooms. Most challenging behavior will be managed through redirection. Dangerous behaviors such as hitting and kicking will require the child to be moved away from the other children until they can calm down. They are also helped to think of other ways they could have handled their frustrations.

For ongoing behaviors, parents may be met with to make a plan for school and home to provide consistency for the child. This may include a daily log to see the progress of their child’s behaviors. Physical punishment is never allowed. If a child’s behavior is severe



enough to cause injury to another person, or a tantrum is not controllable, we will contact you to pick your child up for the day.

### **Biting**

While biting is upsetting, it is a normal part of toddler development. Most children that bite do so for a very short time. Every effort is made to prevent biting. If your child begins to bite, we will take extra care to monitor your child and prevent biting incidences. However, if after shadowing your child, the biting continues or is severe, we will contact you to pick up your child for the day. Severe biting can also be cause for termination of a child.

Having your child bit can also be very upsetting. Please understand that toddlers do not bite to be mean. They are toddlers and need to learn how to handle their emotions. Biting does not mean an automatic dismissal of the offending child. Teachers will first work to prevent biting and teach alternate behaviors. However, in the end, the safety of the children comes first and the determination to terminate a child that bites will be made on an individual basis, and for the safety of all children.

### **Progressive Discipline Policy**

Ten Mile Academy believes that children learn positive behavior through reinforcement and redirection. The most effective way to help a child learn positive behavior is to reward those behaviors so that the child will want to repeat them. We will teach alternative strategies or implement a behavior plan when appropriate behaviors are exhibited. We encourage verbalization of needs and feeling when it is developmentally appropriate.

We encourage the children to develop self-control to solve minor conflicts in a peaceful way. However, at times children behave inappropriately. Some of their behaviors may even be injurious to themselves or others. We feel that in order to preserve the safety of the children these behaviors must be controlled.

We will implement the guidance and direction necessary for healthy growth and development. Parents will be notified if negative behavior becomes a concern. When positive discipline measures do not result in children meeting acceptable standards of behavior, corrective action may be initiated by program staff as a tool to improve behavior. Corrective action is an instrument to change unacceptable behavior and offer direction.

Progressive discipline refers to the concept of increased severity in discipline if a child repeatedly violates rules or fails to meet behavior expectations. In adherence to the principles of progressive discipline, violations of the code of conduct or behavior standards are categorized into three categories and each carries its own series of consequences. The categories of violations are as follows:



1. Minor Violations
2. Major Violations
3. Critical Violations

### **Definition of Violations**

#### Minor Violations

1. Disrespectful towards staff
2. Disrespectful towards other students
3. Disruptive behavior
4. Repeatedly not following directions
5. Repeatedly not following program/ game rules
6. Excessive horseplay

#### Major Violations

1. Pushing
2. Tripping
3. Hitting
4. Kicking
5. Spitting
6. Threatening comments or gestures
7. Uncontrollable behavior
8. Aggressive behavior towards other children or staff
9. Inappropriate language
10. Teasing or embarrassing others
11. Willful destruction of Ten Mile Academy property

#### Critical Violations

1. Fighting
2. Leaving assigned area without permission
3. Biting
4. Aggressive behavior that causes serious harm to another child
5. Harassment, intimidation, bullying

### **Administration of Discipline**

Progressive discipline for the aforementioned violations will be administered with regard to the following disciplinary track:





	<b>First Occurrence</b>	<b>Second Occurrence</b>	<b>Third Occurrence</b>	<b>Fourth Occurrence</b>	<b>Fifth Occurrence</b>
<b>Minor Violation</b>	Written notice to parent/ guardian describing the behavioral concern	Written notice to parent/ guardian describing the behavioral problem	Written notice to parent and parent conference	1 to 3 day suspension from the daycare center (tuition not prorated)	Expulsion from the daycare center without reimbursement
<b>Major Violation</b>	Written notice to parent/ guardian describing the behavioral concern	Written notice to parent and parent conference	1 to 3 day suspension from the daycare center (tuition not prorated)	Expulsion from the daycare center without reimbursement	
<b>Critical Violation</b>	1 to 3 day suspension from the daycare center (tuition not prorated) OR expulsion from the center	Immediate expulsion from the daycare center without reimbursement			

At every phase the before or after school program staff should follow up with a discussion with the child about the behavior as well as an appropriate in program consequence immediately after the behavior is exhibited.

### Terms of Progressive Discipline

All corrective action is documented in writing, including a description of the violation, date, and time, and it is signed by the child’s parent/guardian and a staff member. A parent’s refusal to sign the documentation will be noted in the report.

### Terms of Suspension

When a program participant is placed on suspension, the length of suspension is contingent upon the severity and nature of the violation. Determination of the violation is at the discretion of Ten Mile Academy management.

## Injuries

### Injury Reports

Any time your child receives an injury while in the care of Ten Mile Academy, you will receive an injury report explaining how the injury happened and what treatment was given. For anything requiring more than basic first aid, parents will be contacted immediately.



## Home Injury Reports

If your child is injured with a visible injury at home, you may be asked to fill out a home injury report explaining how the child received the injury and if there is any special care needed by our teachers.

## Child Abuse and Neglect Policy

Ten Mile Academy staff will review the guidelines for recognizing child abuse and neglect annually.

Ten Mile Academy staff handbook contains a policy on recognition and documentation of suspected child abuse and neglect, including a specific section on recognition of child sexual abuse.

Child care workers are in a unique position to recognize victimized children. Because of this, we are legally mandated reporters of child abuse and neglect. A report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. In Idaho, Child Protective Services is responsible for that determination.

Ten Mile Academy employees must fully understand their legal obligation to report suspicions of child abuse, and review the guidelines upon hire and every year of employment. The training will also cover how to respond if a child discloses. It may seem easier not to get involved and believe that someone else will eventually make the report. This “wait and see” approach can be very dangerous, even deadly, for a child who is being mistreated.

All staff and volunteers are mandated by law to report any suspicion of child abuse or neglect. Abuse may be physical, emotional, or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter or medical care. Staff and volunteers who report in good faith are immune from civil or criminal liability. Staff or volunteers who intentionally fail to report suspicion are subject to fines or imprisonment under the law.

If you suspect abuse or neglect, notify the director immediately. The incident will be documented immediately and the director will support you while you report. Do not discuss your concerns with anyone but the director. If the director is not available, make the report directly to the Idaho Department of Health and Welfare, and notify the director by phone, text or email that you have done so.

To prevent child abuse and neglect, this program:



1. Trains staff in the Strengthening Families Protective Factor Framework and Stewards of Children Darkness to Light.
  2. \*Trains staff to avoid one-staff- one-child situations if at all possible. If scheduling requires one adult be alone with one child, the parent is always informed at pick-up or drop off.
  3. \*Designs our classrooms to avoid hidden and secluded areas.
  4. \*Makes sure interactions between children and staff can be observed and interrupted.
  5. \*Uses proper names for body parts.
  6. \*Never forces children to give affection.
  7. \*Tells children that if they have questions about someone’s behavior, the best thing they can do is ask about it.
  8. \*Explains that secrets can be harmful.
  9. Requires a background check for all staff.
  10. Develops positive, non-judgmental relationships with parents.
  11. Is alert to signs of stress in parents and struggles in the parent-child interaction.
  12. Communicates regularly with parents concerning a child’s progress.
  13. Provides education including offering tips for specific challenges.
  14. Provides opportunities for parents to become involved in their child’s care.
  15. Provides information about community resources.
  16. Models developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with child care staff.
  17. Provides an atmosphere for parents to share their experiences and develop support systems.
  18. Reaches out to fathers, grandparents and other extended family members that are involved in a child’s development.
- \* These strategies are part of our sexual abuse prevention plan.

**Idaho STARS**

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