



sweet kiddles

flexible childcare center

Sweet Kiddles Family Handbook

One Membership –

Access to All Northeast Ohio Centers

Locations

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University Circle 1999 Circle Dr Cleveland, OH 44106 | 216-417-5010 | questionsUC@sweetkiddles.com

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1.0 Introduction

Hello and thank you for joining Sweet Kiddles® flexible childcare center! Our center will be like no other childcare experience you or your child has had. Our goal is to offer the most flexible and convenient childcare experience and at the same time deliver the high-quality educational experiences you value. We are committed to providing a safe, clean, fun and educational environment for your child. And, we have stringent hiring standards to ensure your child's teachers are the best in the business.

1.1 How does flexible childcare work?

Easy. You bring in your child any time you like for as long or short as you like (there is a three-hour billing minimum). We bill by the hour. You must make reservations in advance to ensure we have space for your child.

Some locations offer programs such as traditional preschool and summer camp. Please refer to sweetkiddles.com or speak to the center of your choice for more information.

1.2 Educational goals and philosophy

Even though we are a convenient option for childcare, we pride ourselves on having one of the best educational programs in the business. Our proprietary curriculum is varied and covers a number of disciplines in an age-appropriate way. We believe in creative learning and in learning through play. You won't find many worksheets in our center – instead, your child will usually learn concepts through a creative experience or a game.

1.3 THE RULES

Okay, look, we put it in all caps just to get your attention. Even though we're a different childcare concept, we're officially a state-licensed childcare center just like other childcare centers you've worked with. The state licenses us and the state makes rules. One of those rules is that we have to give you all sorts of required information. That's what this handbook is for. Another rule is that all of our parents (that's you!) have to read our handbook and sign a digital acknowledgement that says you've read it. So please do that. We don't make the rules, and we don't break 'em!

2.0 Enrollment

You've probably already started the enrollment process if you're reading this handbook. So, you probably know everything you need to do, but we'll repeat it here so that you have it in one convenient place.

To enroll, we need the following from you (the required forms can be found on our website):

1. A completed Enrollment Form
2. A completed Family Information Form
3. A completed Basic Infant Information Form for children under 18 months (this should be updated as things change for your infant, i.e. schedules, food and sleep changes)
4. A completed Infant Daily Report Acceptance form for all children under 18 months
5. A Cot Permission Form for infants 12-18 months
6. An Authorized Adult Form

7. A signed Handbook Acknowledgement and Media Release Form
8. A Medical Physical Care Plan for any child with a medical condition or allergy
9. A Request for Administration of Medication Form for any prescription medication we will administer
10. Topical Product Permission Form for each separate topical product you will ask us to administer
11. Sweet Kiddles requires all children to have all age-appropriate and medically recommended immunizations. The enrolling family must provide a Child Medical Statement signed by a physician or certified nurse practitioner (within 30 days of enrollment), including up-to-date immunization records. Children without up-to-date immunization records are not allowed to attend Sweet Kiddles unless: 1) the child has not received the immunizations based on a sincere and confirmed religious belief, or 2) the child has not received an immunization and/or immunizations as a physician has confirmed that the immunization and/or immunizations are contraindicated for the child
12. Your non-refundable Membership Fee

Once you have completed all of the above steps, you will receive an email confirmation with information about attending. Please do not bring your child to the center for care until you have heard received this confirmation email and made a confirmed reservation.

To re-enroll each year, we will need:

1. Initials and dates on your enrollment form indicating you have reviewed and provided necessary changes
2. Your non-refundable annual membership fee
3. An updated Child Medical Statement for all children not yet enrolled in elementary school (Child Medical Statements are good for 13 months from the date of the exam)
4. For families with Medical Physical Care Plans, they must be reviewed, initialed and dated

You may disenroll your child at any time. There is no need to let us know that you plan to disenroll. But, if you disenroll because you are unhappy, please let us know why!

3.0 Check-in

So, you're fully enrolled, have made a confirmed reservation and are ready to start. Great! When you arrive, you'll see you have to get past a safety door before you pass into the childcare area. No one other than an enrolled child's parent/guardian *or authorized adult* gets past that safety door without an employee escort- not even the President (although he's never tried).

You must check the child in by name at our reception kiosk. We charge a \$5 fee each time you fail to complete check in at the kiosk. When you check the child in, we'll have a couple of questions for you which the kiosk computer will walk you through:

- We need to know what time you plan to pick the child up – we understand that life happens and you may need flexibility in this pick-up time. Please contact us if a later pick-up becomes needed so that we can see if we have space available for your child to stay longer.

- We need to know food plans for each child:
 - If the child arrives before 9am, we need to know if you want to buy breakfast from us, have brought breakfast, or if the child has already eaten.
 - If the child is staying during lunch, we need to know if you want to purchase a meal or have brought food for him or her. See our meal policy for requirements for meals and snacks sent with the children. Awesome side note – snacks are included in your visit!
- On your first visit each week, our system will ask how you would like to pay for childcare for the week.
 - You may choose to pay for care on an hourly/daily basis.
 - Or, you may elect to purchase a multi-hour plan, such as 25-hour package. These packages are more affordable by the hour, but are non-refundable.

Once you are checked-in, you will bring your child to the classroom where they are required to wash their hands. Then speak with the teacher and discuss any special details for the visit. This will make the teacher aware that your child has arrived and any important information for the visit comes straight from the source (this is especially important with infants). It will also help the child get comfortable staying with that teacher.

A couple of rules, and these are serious: Children must be checked in and out at the front entry only; they cannot enter or exit through any other door or directly into the playground. You must escort the child to their classroom teacher; they cannot be dropped off outside the building or sent inside alone. Parents must make staff aware of the presence of their child before departing.

4.0 Shoe-Free Facility

Sweet Kiddles is a shoe-free facility for all. This is an important way to keep the floors and carpets clean as young children spend a lot of time on the floor! We ask parents and children to remove their shoes or use shoe covers BEFORE they enter the center from the reception area and to not put their shoes on again when leaving until they are back in the reception area. Children are free to be in their classrooms barefoot, in sock feet or may pack slippers or indoor-only shoes.

5.0 Check-out and Release of a Child

We only release the child to adults who are listed in our database and who bring a photo ID, or know your family password. If you want someone else to pick up your child, make sure they are set up in our system and that they bring a photo ID!

If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. We cannot deny any parent access to a child without proper documentation.

Please note: Sweet Kiddles team members will not release a child to an adult if they believe that doing so will put the child at risk. This includes, but is not limited to, times where the adult at check-out appears intoxicated or under the influence of illegal substances. An alternative adult will be requested and as a last resort, or if a team member feels threatened, the police will be contacted. Your use of the center and our services indicates agreement with this policy.

6.0 Fees

We charge by the hour for the time your child is here (minimum three hours). We bill by the minute after three hours.

If you do not arrive for your reservation within one hour of your scheduled drop-off time, Sweet Kiddles may cancel your reservation, and because we may have a waiting list, our availability for that day and time can no longer be guaranteed. We will also assess you a \$50 per child **no-show fee**.

We charge a \$5 **no-check in fee** if you drop off your child(ren) without checking them in at the kiosk in reception.

We ask that you please pick up your child on time at closing time. If your child stays past our stated closing time, you will be billed a \$30 **late fee** per family.

If you choose to deposit prepaid dollars into your account to cover childcare costs or meals, you should know that the dollars never expire, but **once deposited cannot be refunded**.

If your children stay long enough to qualify for a Day Rate, we will apply that charge instead of the hourly rate. Don't worry, we'll do the math for you to see what makes the most economic sense on any day. For our Day Rates, please see our website.

If you are using Sweet Kiddles® more than a few times a week, you may be interested in our weekly packages. Plan availability varies by location – please see our website for location specific plan information.

There are field trip fees associated with our school-age summer camp (Medina only). Fees vary based on the individual trip. All fees are published with the summer camp schedule and are due the day of the field trip.

Here are some important notes about weekly plans – all plans expire either at the end of the week or after 7 days depending on the plan type. If your plans change and you aren't able to use the hours, you will lose them. **We do not offer refunds on plans**. Basically, the better hourly rate is in exchange for a commitment to use the time during the week. Please also note that these rates are the same every week even if there are holidays or other closures during that week. We've done this to spread the cost over all weeks of the year. **You still must cancel your reservation** even if you have a plan or you will be assessed the **\$50 no-show fee**.

We offer sibling discounts on hourly rates. The sibling rates will apply to the oldest child(ren).

Regardless of the pricing scheme you use, you have the option of bringing your child's food with you or having us provide it. We'll ask at check-in what your preference is. We charge for meals, but snacks are included. We also have various other items for sale like diapers for \$1. If your child runs out of diapers while at Sweet Kiddles we will provide them and assess you the necessary fee.

7.0 Payment Methods

All balances are due the day the services are provided. At pick-up you pay by credit card. You are required to keep a card on file to pay off a daily balance in the event that you send someone else to pick-up or you forget your wallet. You cannot return for a visit if you have a balance due on your account.

8.0 Public Assistance and Subsidized Care Programs

As of April 19, 2024, Sweet Kiddles is no longer taking new families on public assistance at all locations. If you are an existing private pay family at Sweet Kiddles and you choose to apply for Publicly Funded Child Care (PFCC) and are granted benefits you will be disenrolled from our program. All existing member families on public assistance as of April 19, 2024 are considered grandfathered in.

8.1 Fees

All fees that members of Sweet Kiddles are subject to, which are highlighted throughout this family handbook, apply to families using our center on public assistance even if they are not covered by the Ohio Department of Children and Youth (DCY). These fees include our yearly membership fee, no-show fee, no check-in fee, late pickup fee, meal fees (except for one free meal/day), diaper fee, charges for absent days which exceed those eligible for payment by DCY, charges for hours of care that exceed those that have been authorized and any activity and transportation fees that arise for field trips.

8.2 Absent Days

An absent day for families on public assistance will be recorded for any day a child is not in attendance.

8.3 Entering Attendance

You must use the TAPS program **every day** to record your child(ren)'s attendance. If you fall behind, you are required to catch up on the very next visit that you are present. Any back entries that you need to catch up on are kept up at the reception desk. TAPS entries must be complete for the current week by close of business on Friday so they can be submitted for payment. Families who fail to complete TAPS entries by close of business on Friday three times will be asked to leave. Your child(ren) do not need to be attending for you to stop in and catch up on visit entries.

If you fail to enter your attendance fully and properly in the TAPS system, you will be responsible to pay the private pay rate for any visits for which we do not get paid.

8.4 Other Subsidized Care Programs

Sweet Kiddles currently accepts families participating in the Ohio Foster and Kinship Care subsidy programs. For all other subsidized care programs, please inquire with your Center Administrator.

9.0 Hours and Days of Operation

We are open 5 days per week:

- Monday – Friday: 6:30am-6:30pm (6:15am-7:00pm at the University Circle location)

We are closed 7 days each year: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving (with the exception of our University Circle location), and Christmas.

If New Year’s Day, Independence Day, or Christmas fall on a Saturday or Sunday, Sweet Kiddles will follow the federal holiday observance schedule for that holiday. The University Circle Center will remain open on the Monday or Friday observed holiday, and members from any location may make a reservation for care at that location.

We also periodically close early or even for a whole day for staff meetings and other events. We’ll let you know in advance so you can adjust your plans accordingly.

10.0 Reservations – Member Portal

Reservations can be made from any device using the Member Portal or our smartphone app, KiddleConnect. The link to the Member Portal is <http://member.sweetkiddles.com/portal/login/>. Your username and password for the portal and app are the same that you use to check your child(ren) in at the kiosk in reception.

Your reservation is not confirmed until it shows as “booked” in the Member Portal or app. If you show as “waiting,” you will not be able to attend the center unless cancellations allow you to move off of the waiting list. You will be notified of your status via email as well. **Do not visit the center without a booked reservation.** If you are unclear on your booking status, please call the center.

11.0 Reservation Cancellation/Adjustment Policy

You are charged neither a cancellation fee** nor a fee for a visit if you cancel a reservation at Sweet Kiddles. As such, we ask that you cancel a reservation that you decide not to use, even same day, as soon as you know that you will not use the space.

**If you do not arrive for your reservation within one hour of your scheduled drop-off time, Sweet Kiddles may cancel your reservation, and because we may have a waiting list, our availability for that day and time can no longer be guaranteed. We will also assess you a \$50 per child no-show fee. If you do not show for a reservation without calling, emailing or cancelling in the member portal three times, we reserve the right to remove any standing reservations from our system – you will need to call same-day to see if a space is available. Not cancelling or adjusting a reservation keeps other families with child care needs from having them met.

Reservations are intended to be used for true care needs, not as “placeholders” in case you need care. By reserving a spot, you may keep another family from using needed care. Therefore, if you frequently cancel your reservations, the center administrative team may elect to cancel your future reservations and eliminate any standing reservations you may have.

12.0 Daily Schedule

We have a running curriculum at all times. When your child comes to visit, he or she will join right in with whatever activity we have running at that point. We have a running curriculum and a theme that all

of our activities are tied into. Information on daily activities for children under school age will be provided via the KiddleConnect app (unless infant parents choose to receive a paper daily report).

Here's a sample schedule for our programs:

| | |
|-------------|--|
| 7-9am | Breakfast, Free Choice Centers: Art, Science, Math & Manipulatives, Table Toys, Books, Dramatic Play |
| 9-11am | Large Group: Intro to Theme, Story, Letters, Numbers, Shapes, Colors; Snack; Small Groups/Learning Centers |
| 11-11:45am | Large Motor Play (Indoors or Out); includes Music & Movement, Large Group Games |
| 11:45-12pm | Story Time |
| 12-1pm | Lunch, Table Toys, Books |
| 1-2:30pm | Nap/Rest (or Quiet Activities)* |
| 2:30-4:30pm | Snack; Large Group (revisit AM content); Small Groups/Learning Centers |
| 4:30-5:30pm | Large Motor Play (Indoors or Out); includes Music & Movement, Large Group Games |
| 5:30-Close | Dinner (if your child brings one), Table Toys, Books, Free Choice Activities |

*We provide a cot or mat for nap/rest time for children 12 months and older. We require children over 12 months to rest/nap on a cot or mat for which parental written permission is required. All infants under 12 months nap in their own crib. Children who do not nap have to sit quietly on their cot or mat for 30 minutes minimum before receiving an activity or toy to play with quietly on the cot or mat – this allows them to get enough rest to recharge their battery for the rest of the day's programming.

Infants are on an individual, need-based schedule, the details of which are found on the Basic Infant Information Form. Please keep us apprised of any changes to the information captured on this form.

Please provide ample diapers for the length of the visit as well as extra clothes. We change diapers every two hours unless a diaper change is needed sooner. Infants under 12 months of age are not allowed to be in the crib with a blanket – only swaddle blankets with Velcro connectors or sleep sacks are allowed.

13.0 Meals and Snacks

We serve two meals and two snacks per day on days we are open during the meal/snack time. The meals meet all Ohio child care licensing requirements. The snacks contain at least two nutritious foods from two different food groups. Please let us know ahead of time if your child is not permitted to have any types of food or has food allergies.

If your child attends the center during breakfast or lunch, you may purchase a meal from us or provide your own (snacks are provided by the center free of charge). You are also welcome to pack a dinner if you would like us to serve one. If you arrive within one hour of one of our meal times, you may inform us that your child has already eaten. You may also inform us that your child will eat after departure if you will be leaving within one hour of meal time.

Our portions are intended to target 1/3 of the child's recommended daily dietary allowance.

We have supplemental food on hand, so that no child will be allowed to go more than four hours without at least a snack or meal except when sleeping.

If you send a meal from home, we ask that it require limited additional preparation. Please send meals that are ready to eat and do not require additional heating – thermoses work great to hold the temperature of warm and cold items. Please rinse, peel and cut fruits and vegetables before they are packed. Meals requiring that items be kept cold must be packed with an ice pack in your child's lunch bag.

We recommend that meals sent from home meet state requirements by consisting of nutritional food from the following food groups (minimum portion sizes for a 3-6 year old are shown in parentheses) protein (1 ½ ounce), grain (1/2 slice of bread or ¼ cup of pasta, etc.) and two foods from the fruit/vegetable group (1/2 cup).

Meal and snack schedule (times vary by age group):

- Up until 9am: Breakfast
- 9:30-10:30am: AM snack
- 11am-12pm: Lunch
- 2:30-3:30pm: PM snack
- 5:30-6pm: Dinner (If your child brings one—SK does not provide a meal for dinner)

Infants are on an individual need-based schedule for their feedings, the details of which are found on the Basic Infant Information Form. Please keep us apprised of any changes to the information captured on this form.

For **infants**, you must provide breast milk or formula. Bottles must be pre-made and labeled with the child's name, the date of your visit and, in the case of breast milk, the date expressed. We are not allowed to feed infants under 4 months of age cereal or solid foods without a signed consent form from a doctor. Per the state of Ohio's childcare licensing rules, we are only allowed to warm a bottle one time, then can feed that bottle for only one hour after warming, and we must use a new bottle for each feeding.

At meals, we are required to serve children **12 months to 24 months** unflavored whole homogenized vitamin D fortified cow's milk. We can also serve breast milk over 12 months of age at the parents' request. We are only able to serve non-cow milk substitutions that are **nutritionally equivalent to milk, with written parental consent.**

Children over 24 months may be served unflavored one percent (1%) or fat free/skim milk that is vitamin A and D fortified. We are only able to serve non-cow milk substitutions that are **nutritionally equivalent to milk, with written parental consent.**

Nutrition Requirements for Fluid Milk and Fluid Milk Substitutions according to the USDA, which is the standard adhered to by Department of Children and Youth (DCY) Childcare Licensing, is as follows:

| | | |
|---|----------------------|-------------------------|
| A non-dairy beverage product must at a minimum contain the following nutrient levels per cup to qualify as an acceptable milk substitution: | | |
| a. Calcium 276 mg | d. Vitamin D 2.5 mcg | g. Potassium 349 mg |
| b. Protein 8 g | e. Magnesium 24 mg | h. Riboflavin .44 mg |
| c. Vitamin A 150 mcg | f. Phosphorus 222 mg | i. Vitamin B-12 1.1 mcg |

* If the milk alternative that you want Sweet Kiddles to serve to your child does not meet these standards, we will require that a physician, PA, CNP, or APRN complete Box 2 of the Request for Administration of Medication form (JFS 01217).

* If you are choosing a milk alternative for your child due to an allergy or intolerance or any condition that requires our teachers to monitor your child’s reaction to milk, then you will be required to complete a Child Medical/Physical Care Plan for Child Care form (JFS 01236), which requires a doctor to complete and sign Part II.

14.0 Staff to Child Ratios and Maximum Group Sizes

We are required to maintain certain teacher-to-child ratios by the state:

- Infants (birth and under 12 months): 1 to 5, or 2 to 12; Max Group Size: 12
- Infants (12 months and under 18 months): 1 to 6, or 2 to 12; Max Group Size: 12
- Toddlers (18 months and under 2 ½ years): 1 to 7, or 2 to 14; Max Group Size: 14
- Toddlers (2 1/2 years and under 3 years): 1 to 8, or 2 to 16; Max Group Size: 16
- Preschool - three years: 1 to 12, or 2 to 24; Max Group Size: 24
- Preschool - four and five years of age: 1 to 14, or 2 to 24; Max Group Size: 24
- School age - kindergarten to 11 years: 1 to 18; Max Group Size: 36

Now here’s the tricky part – because we are a flexible childcare center we sometimes combine age groups **but we always maintain the ratio for the youngest child in any group.** So, as an example, if there is a toddler who is 20 months old in a mixed group, we will have a ratio of no more than 1 to 7 in that group.

Each of our centers has a different child capacity overall and by age. Please ask the Administrator for details.

15.0 Supervision Policy

Our number one supervision policy is that we only hire the best childcare providers in the industry! All of our teachers are fun, smart, and loving. They are dedicated to their chosen profession and work daily to get better at it while providing the best possible experience for your child. Upon hire, they complete a 4-day company-led orientation program which includes the state’s online licensing orientation training, two Step Up to Quality online trainings in the areas of early childhood development and what quality in childcare means in the state of Ohio, Conscious Discipline training, and a child abuse and neglect prevention training. They have all also completed criminal background checks and complete first aid and CPR training within 90 days of hire. Furthermore, each teacher also completes at least 12 hours per year of continuing education programming.

We maintain state teacher-to-child ratios or better at all times. Infants, toddlers and preschoolers will be supervised at all times. Except for the exceptions below, school-age children will be supervised at all times.

School-aged children (Medina only) may use the restroom (which, by law, is for the exclusive use of the center) and run errands inside the building alone or in groups of no more than six children without adult supervision, so long as they are within hearing distance of a staff member and with a staff member checking periodically (at least every 5 minutes) until they return to the group. A group of no more than six school children, grade 4 and up, may be engaged in safe activities without a child care staff member as long as: a child care staff member can see or hear the children at all times and a staff member checks on the children every 5 minutes until they return to the group.

Children will not be allowed to leave the center except when picked up by their parent or approved adult.

16.0 Transitioning from One Classroom to the Next

16.1 Family Involvement in Transition Planning

As the time approaches for your child to transition to another classroom at Sweet Kiddles, you will be approached by the Administrator or Teacher who will discuss with you the timeline for your child's transition to their next classroom. The Administrator will review with you your child's progress on the Transition Checklist. Sweet Kiddles transitions children when they are developmentally ready to make the transition, not based on age alone. If you have not yet been approached by the Administrator and have questions about the timeline, request a conference with the Administrator to discuss.

16.2 Preparing Your Child for Transition

In the transition meeting with the Administrator, a plan and a timeline will be put in place for the transition. Even though the timeline is starting, the Administrator may ask you to continue to work with your child at home on some of the milestones that may not yet be fully achieved or simply on preparing your child for his/her new classroom. They will review those items with you and give you concrete examples of how to work on them at home.

*One of the more difficult transitions can be to the preschool classroom, as that transition requires that your child be fully potty trained and wearing underwear with few to no accidents. We recommend starting on this process at home well in advance of the child's 3rd birthday so this important milestone doesn't delay your child's transition to preschool. Please share with your child's toddler teacher(s) what your potty-training approach is at home so we can mirror it at school for consistency.

16.3 Preparing Your Family for Transition

Transition can be an exciting time, one that can provide new opportunities for your child and family. It also can be a time of great change and adjustment. Your child or family may need to adjust to new teachers, new children, different schedules and daily routines and new classroom activities. You may find that both you and your child experience separation anxiety. It may be hard to "let go" of the teachers and to learn to trust and communicate with new staff.

All children and families make adjustments during transition. The amount of time required for these adjustments varies across children, families, and programs. It is normal to experience some uncertainty and with that, some stress during transition. This is true for all families and children who enter a new classroom or program. Families who participate in transition planning report reduced stress.

16.4 Transition Strategies

- Plan ahead for transition. Don't wait until the last minute to begin thinking about transition. Give yourself and your family time to make decisions and adjust to the changes that will occur.
- Realize that stress, uncertainty, and separation anxiety are normal emotions. Many, if not all, parents experience these feelings when their child enters a new classroom and starts preschool or kindergarten.
- Ask questions throughout the transition process. You have a right to obtain information about transition and to be involved in the transition planning.
- Attend transition planning conferences. Share information with the Administrator and teachers about your child and your family, your resources, your priorities, and any concerns that you may have.
- Talk with members of your family about transition and some of the changes that may occur.
- Try to identify aspects of the new classroom or program that may be different or difficult for your child and give your child experiences with these aspects before the new program begins. For example, if you think that your child will have trouble working or playing alone, you might give your child an opportunity to play alone for short periods of time each day.

16.5 Strategies that Families Have Used to Prepare Their Child for Preschool

Below are some general strategies that families have used to prepare their children for transition.

- Teach your child self-care skills – importantly using the potty mostly independently.
- Talk to your child about going to a new setting.
- Take your child to meet the teaching staff and see the new classroom.
- Read stories and look at books with your child.
- Encourage your child to play alone for short periods of time.
- Teach your child to follow simple directions.
- Give your child experience with a variety of toys and materials and teach your child how to use toys and materials correctly.
- Give your child experience being around other young children.
- Teach your child to care for their own belongings (for example, how to put toys away or hang their coat).
- Encourage your child to ask for help when needed.
- Encourage your child to communicate with others (children may do this with gestures, spoken language, sign language, etc.).
- Encourage your child to make simple choices (for example, ask your child if she wants to wear pink or white socks, what toys he would like to play with, or if she wants cookies or applesauce for snack).
- Practice short separations from your child, by leaving him in the care of a responsible adult.

- Knowing your child as well as you do, please consider other ways you might prepare your child for transition.

17.0 Guidance Policy

Sweet Kiddles® flexible childcare center’s staff believes that it is important for children to learn self-control as part of their developmental experience. Our teachers always treat children with love and respect, and make clear our expectation that they love and respect others in return. The foundation of our behavior management philosophy is Conscious Discipline, which is a comprehensive self-regulation program that integrates social-emotional learning and discipline. Conscious Discipline integrates classroom management with social-emotional learning, utilizing everyday events such as the curriculum and addressing the adult's emotional intelligence as well as the child's.

In addition to Conscious Discipline, we utilize a number of tools in our guidance process. Positive reinforcement is used to encourage children to use the right behavior. We also use positive redirection – removing the child and giving them an appropriate activity – when there is an issue.

When these approaches fail to accomplish the desired behavioral outcome, we put a progressive guidance action plan, called a Behavior Management Plan, in place with the family.

Sweet Kiddles uses the following progressive procedures:

1. We will observe and record the child’s inappropriate behavior.
2. We will document what we have done to try to change the behavior.
3. If inappropriate behavior continues, parents will be asked to participate in an immediate parent-administrator conference. A Behavior Management Plan will be developed prior to and then shared with the family at this conference. It will address the behaviors that need to improve, all steps the parents are expected to take and the steps toward expulsion if the behavior persists.
4. The Program Administrator may suggest outside resources (Positive Education Partners for example) to parents, and we will work with any outside resource for further guidance in responding to the child’s behavior.

Persistent inappropriate behavior which continues after the Behavior Management Plan/progressive guidance steps have been used and/or any behavior which threatens the health or safety of the other children or staff; or a continuous inability to conform to the rules and guidelines of the program will lead to immediate expulsion.

Here are a couple of things we never punish the child for: failure to eat, failure to sleep, or for toilet training accidents. We follow Ohio rule 5101:2-12-19 at all times. This policy applies to all staff and parents while they are at the center.

18.0 Expulsion and Dis-enrollment Guidelines

Certain behavior may cause a significant risk of harm to the health and safety of other children or staff.

For example: a physical assault which results in serious bodily injury, an attempted physical assault, which if completed, would result in serious bodily injury, setting or attempting to set fires, bringing

weapons to the site, substantial damage to property, etc. Additionally, behaviors that are severely disruptive or offensive to staff and/or children, such as, but not limited to, offensive language, inappropriate sexualized behavior, etc. will not be tolerated.

Sweet Kiddles may **expel** any child whose behavior creates these risks without following the guidance steps outlined above.

Sweet Kiddles may **dis-enroll** any family who knowingly and consistently violates any Sweet Kiddles' policies contained in this handbook such as non-payment, excessive reservation no-shows, not updating paperwork when required, and being disrespectful of staff or center property.

19.0 Emergency Transportation

In the case of an emergency, the center will not transport the child. We will use the emergency contact information you provide, and the child will be transported either by the parent, emergency contact or the emergency medical service provider in the area. In any case, a teacher or center administrator will stay with the child until the parent arrives. Sweet Kiddles will deny membership to any family who will not allow for Sweet Kiddles to call for emergency transport in the event of an emergency.

20.0 Accidents and Emergencies

The center has devised several procedures to follow in the event that an emergency occurs while a child is in the center's care. In the event of a fire or tornado, staff will follow the written instructions posted in each classroom. The center conducts monthly fire drills, tornado drills March through September and quarterly lockdown drills. Should we need to evacuate due to fire, weather, loss of heat, loss of power, or loss of water to the center, we will evacuate to our emergency destination which is listed on the Medical, Dental and General Emergency Plans posted in each classroom. Upon joining the center, parents will be informed of our emergency location. Parents will be contacted as soon as possible. If we cannot reach the parent, we will call the emergency contacts we have on file.

In the unlikely event that there is an environmental threat or threat of violence, the staff will secure the children in the safest location possible and then contact and follow the instructions given by proper authorities. We will contact the parents as soon as the situation allows, and an incident report will be provided to parents as soon as possible.

If there is a minor injury or illness, our staff will administer first aid. For more serious injuries/illnesses, parents will be consulted on the best course of action. For severe injuries and illnesses, EMS will be brought in, and we will call the parents. A center staff member or administrator will accompany the child to the hospital until relieved by the parents. Staff members are not allowed to transport children in their vehicles.

An accident/injury report will be completed and given to the person picking up the child on the day of the incident, if any of the following occur: the child has an illness, accident or injury which requires first aid; the child receives a bump or blow to the head; the child is transported by emergency squad; or an unusual or unexpected event which jeopardizes the safety of the child. If emergency transportation is required, the report will be available within 24 hours after the incident occurs. The center will also

electronically notify the DCY office within 24 hours when there is a “general emergency” or “serious incident, injury or illness.”

21.0 Management of Illness

Sweet Kiddles® flexible childcare center keeps a clean and healthy environment. However, we recognize that sometimes children get sick. If this is your child’s first childcare experience, he or she may be sick more frequently as his or her immune system becomes more active.

We unfortunately do not have the facility and capability to care for sick children – if your child is exhibiting any of the following symptoms, we ask that you do not bring him or her to the center. If your child arrives ill, we cannot accept him or her into the center.

- Temperature of at least 100.4 degrees Fahrenheit.
- Vomiting, when accompanied by any other sign or symptom of illness.
- Diarrhea (three or more abnormally loose stools within a twenty-four-hour period).
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots or rashes.
- Unusually dark urine and/or gray or white stool.
- Stiff neck with an elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- A positive test for any communicable disease.

If a child begins exhibiting any of the symptoms above while at the center, the parent or emergency contact will be notified to come pick up the child. Families picking up their child due to illness will receive an incident report.

Children demonstrating signs of illness not listed above will be isolated and observed carefully, and the parent will be notified. If the child does not feel well enough to participate in activities, the parent or emergency contact will be notified to pick up the child. Any child requiring isolation will be kept within sight and hearing of a staff member. Any cot or linens used will be cleaned and sanitized before being used again.

Parents will be notified at reception if children have been exposed to a communicable illness via a notice posted on the reception door. Children will be readmitted to the center after at least 24 hours of being free of fever (without the use of fever-reducing medication) and other symptoms. If they are not symptom free, a doctor’s note will be required stating that the child is not contagious.

22.0 Medications

You must complete a Request for Administration of Medication form (JFS 01217) for all prescription and nonprescription medication, including sample medication, EXCEPT for nonprescription topical lotions and products, and medication or medical food required by a Medical/Physical Care Plan (JFS 01236).

Medications will be stored in a designated area inaccessible to children. The only exception is that school-age children may keep inhalers if they are needed for immediate use for a medical condition. Parents must sign a release form permitting the child to use the inhaler, and the inhaler must stay in the child's possession at all times.

Topical creams and lotions require completion of the Sweet Kiddles Topical Product Permission for Childcare form. Items in this category include diaper creams, lotions, and sunscreen.

Prescription medications must be in the original container and will be administered according to the instructions on the label. If parents request any different dosages, a physician must provide written instructions on the Request for Administration of Medication form.

Over the counter medications, not part of a JFS 01236, must also be administered according to label instructions. We require a completed Box 1 of a Request for Administration of Medication form for all over the counter medications. However, we require that the Request for Administration of Medication form Box 2 be completed by your child's doctor for the following situations:

- The non-prescription medication contains codeine or aspirin, or fever-reducing compounds
- The child does not meet the minimum age or weight requirements as listed on the label instructions
- The intended use of the medicine differs for the manufacturer's instructions
- The medication is being administered more than 3 consecutive days in a 14-day period

23.0 Food Supplements or Modified Diets

If your child requires food supplements or a modified diet, you must provide written information to us from your physician. Please see the center Administrator for more details.

24.0 Outdoor Play

Our program includes outdoor time daily whenever weather permits. ALL children over the age of 12 months will be required to go outside when the temperature is between 25-90 degrees per the state licensing requirement as long as the broader weather conditions cooperate, rain, snow, ice, etc.

Please send your children with clothes and shoes (preferably closed-toed) appropriate for outdoor play on the day you drop them at the center.

On days that weather does not permit outside play, we will engage in gross motor activities indoors.

25.0 Parent Participation

Parents are welcome to participate at our center whenever they would like and have unlimited access to all parts of our facility during operating hours. We will also have periodic parties, open houses and events where you are invited to participate.

Parents with questions or concerns should talk to their child's teacher or the center Administrator. You are welcome to speak to the Administrator or teacher at any time during our hours of operation. If you need to have a lengthy conversation with a teacher, we ask that you schedule it in advance so the teacher can be available away from daily responsibilities.

Parents may request the contact information of other member families from the Administrator. This contact information will be provided except for those member families who have requested that their contact information not be shared.

26.0 Transfer of Information

With your authorization, we can transfer information, such as school records, transcripts, grade reports and test results to another school. You will be asked to complete a Parental Release of School Records form indicating the school where you would like the information transferred and authorizing its release. Please speak with your Administrator for additional details.

27.0 More Important Information

[27.1 Teacher Babysitting](#)

To avoid any improprieties or appearance of favoritism, Sweet Kiddles teachers and other team members are not allowed to babysit for Sweet Kiddles member families.

[27.2 Nursing and/or Pumping](#)

Sweet Kiddles provides the Administrator's office as a safe and available space for parents to use to breastfeed and/or pump breastmilk.

[27.3 Formal Assessments and Assessment Data](#)

Assessments are completed on infants, toddlers and preschoolers who consistently attend at least twice per week, and, pursuant to 5101:2-17-02 of the Administrative Code, the assessment data may be made available to DCY at their request.

Families are encouraged to actively participate in their child's assessment process to ensure that children's needs are addressed. Our program uses the Teaching Strategies Gold Assessment Tool. It measures the children's progress in the following areas of development and learning: approaches to learning, cognitive development, creative development, language and literacy, mathematics, physical development and wellness, science, social-emotional development, and social studies.

Each child has a digital portfolio that records progress, photos, and notes linked to the nine learning domains listed above. Teachers document learning observations weekly in the digital portfolio which parents can view any time via the Sweet Kiddles daily communication app and use this information to complete formal assessments twice annually – fall and spring. To discuss your child's assessment results,

family conferences are offered, or you can speak with your child's teacher at pick up or drop off. During this time, you can discuss your child's progress and share your input in setting developmental and educational goals for your child's learning. Teachers use assessment data and goals to adjust learning activities to meet the interests and needs of each child.

27.4 Inclement Weather

We plan to be open even in inclement weather, but some of our teachers may have trouble getting to the center. We will communicate any delays or closures through our parent/center communication app.

27.5 Child Abuse Reporting

Our staff members are mandated reporters of child abuse. If the staff has a suspicion that a child is being abused or neglected, they MUST make a report to the local children's services agency.

27.6 After-School Program (Medina only)

If your child is enrolled in our after-school program, please notify us if they are out of school for any reason and will not be in attendance at Sweet Kiddles. If a child enrolled in our after-school program does not arrive on schedule, we will first contact the school to verify that he/she attended school and/or got on the school bus. Our next step is to contact the parent or guardian.

School delays/cancellations: Our center is open every day including school delay and cancellation days. School agers may attend our center all day on these days and participate in our programming as long as there is space available.

27.7 Transportation (Medina only)

We use provider vehicles to transport children to and from Sweet Kiddles and a variety of schools in Medina, based on demand. Please discuss which schools we are currently bussing to and from with the Administrator. In order to utilize our transportation, you will be required to complete a Routine Field Trip Permission Form (JFS 01226)

27.8 Field Trips (Medina Only)

We will only offer field trips for our school-age program. We use provider vehicles for transportation. Written permission slips signed by the parent or guardian will be required in advance of the trip.

The staff/child ratio will be kept at all times while out of the center on field trips. Children will be assigned to a specific childcare staff member for each trip. An adult will be present in the vehicle any time that children are in the vehicle. If the vehicle used has seat belts, they will be used by the adults and the children. They will not be permitted to stand or sit on the floor of the vehicle. They will not be permitted to ride in the front seat. The teacher will see that each child safely boards and exits the vehicle. The teacher will conduct a check of the vehicle at the end of each trip to be sure that no child has been left in the vehicle. Prior to transport, staff will check the fuel level of the vehicle. No smoking will be permitted in the vehicle. A person trained in first aid, communicable disease and CPR will be present at the destination.

We will take a first aid kit, a cell phone, all emergency transportation authorization forms, completed enrollment forms for each child, and a completed child medical plan form for each child who has health

conditions, a record listing each child on the trip, and any supplies needed to provide treatment for children with health conditions on the trip.

Children will wear a Sweet Kiddles t-shirt that includes the following information: center name, address and phone number.

27.9 Routine Trips

Routine trips are defined as repeated excursions off of the center premises which occur on a regularly scheduled basis and that parents have been made aware of the destinations of the trip. We require a permission slip for such trips. Examples include transportation to and from school, getting on and off the school bus, and walks.

27.10 Swimming (Medina Only)

Our School Age Summer Camp program occasionally takes field trips to water parks and other locations where they may swim. The remainder of our programs do not participate in any swimming activities.

27.11 Overnight Care

We do not offer overnight care.

27.12 Issue Resolution

Parents who need assistance resolving issues related to the childcare center should communicate their concern to the Administrator.

28.0 Disability Concerns

28.1 Providing Reasonable Accommodations

Sweet Kiddles® is committed to serving everyone in the community by complying with all applicable provisions of the Americans with Disabilities Act (ADA) and its corresponding state and local laws. It is Sweet Kiddles' policy not to discriminate against any child or family because of an individual's disability. In line with this policy of nondiscrimination, Sweet Kiddles® will provide reasonable accommodations to children and their family members with disabilities as defined by the ADA or applicable state or local law who have made us aware of a disability.

If you and/or your child require a reasonable accommodation, please contact Center Administration to inquire as to what Sweet Kiddles® can do to accommodate a disability. Sweet Kiddles® encourages individuals with disabilities to come forward and request reasonable accommodations. Sweet Kiddles® will establish a written child/family specific procedure for those who require accommodations. Any written procedures required for caring for the child will be addressed, by way of example, mobility accommodations, administering pharmaceuticals (see Policy 21.0), feeding accommodations (see Policy 13.0), and other care accommodation procedures. As these matters are very case specific, Sweet Kiddles® will do its best to reasonably accommodate you and your child.

28.2 Reporting Disability Discrimination

It is unlawful for the center to discriminate in the enrollment of children upon the basis of disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a

discrimination complaint, write or call Health and Human Services (HHS) or Ohio Department of Job and Family Services (ODJFS). HHS and ODJFS are equal opportunity providers and employers.

Write or Call:

HHS

Region V, Office of Civil Rights

233 N. Michigan Ave, Ste. 240

Chicago, IL 60601

(312) 886-2359 (voice)

(312) 353-5693 (TDD)

(312) 886-1807 (fax)

1-866-221-6700 (TTY) or (614) 995-9961

Write or Call:

ODJFS

Bureau of Civil Rights

30 E. Broad St., 37th Floor

Columbus, OH 43215-3414

(614) 644-2703 (voice)

1-866-277-6353 (toll free)

(614) 752-6381 (fax)

29.0 Information Required by Ohio Administrative Code

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The Administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The Administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online. It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call:

HHS

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(614) 752-6381 (fax)

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.

*This information must be given in writing to all parents, guardians, and employees as required in 5101:2-12-07 Appendix C of the Ohio Administrative Code.

(REV. 10/2021)

And finally... We're trying to create something different here and need your help. We want to be the best childcare solution possible for today's parents and make the world a better place for our families and for yours. Please engage with us and let us know what you like and what you don't like. We believe in continuous improvement and welcome all input.

Thanks once again for joining Sweet Kiddles® flexible childcare center!

30.0 Sweet Kiddles Media Release Form

I, the undersigned, do hereby consent and agree that Sweet Kiddles flexible childcare center, its employees, or agents have the right to take photographs, videotape, or digital recordings of my children and me to use in any and all media, now or hereafter known, and exclusively for the purpose of the Sweet Kiddles website and other marketing collateral that may be developed in the future. I further consent that my name and identity may be revealed therein or by descriptive text or commentary.

I do hereby release to Sweet Kiddles® flexible childcare center, its agents, and employees all rights to exhibit this work in print and electronic form publicly or privately and to market and sell copies. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used.

I understand that there will be no financial or other remuneration for recording me, either for initial or subsequent transmission or playback.

I also understand that Sweet Kiddles flexible childcare center is not responsible for any expense or liability incurred as a result of my participation in this recording, including medical expenses due to any sickness or injury incurred as a result.

I represent that I am at least 18 years of age, have read and understand the foregoing statement, and am competent to execute this agreement.

Name: _____ Date: _____

Address: _____

Phone: _____

Witness for the undersigned: _____

Signature: _____

I consent to the media release.

I do not consent to the media release.

31.0 Sweet Kiddles Family Acknowledgment Form

I have received and read **Sweet Kiddles® flexible childcare center** Family Handbook. My signature below signifies my agreement to ensure that our family abides by and supports all of the policies and procedures contained herein and to any future handbook revisions published.

Parent Signature **Date**

Administrator Signature **Date**