



## **Family Policy Agreement**

**The parent/guardian must sign the signature page along with the Center Director. The original executed copy of the signature page must be placed in each student's file and a copy given to the parent/guardian. A copy of the Family Policy Agreement must be given to the parent.**

### **Center Program Information**

Tutor Time Child Care & Learning Center  
227 N. Main Street  
New City, NY 10956  
845-708-8270  
Hours: 7:00am - 6:00pm

Tutor Time Child Care/Learning Centers provide quality childcare, without discrimination, to all families. At Tutor Time, we understand the trust you impart to us when you enroll your child. As we begin our relationship together, it is important to define our policies as well as your responsibilities. We think that communication between staff, parents and children is critical to providing quality childcare. These policies exist for the safety and well being of both children and parents/guardians. We strive to create a learning environment in which your child will thrive and to give you peace of mind. Please feel free to discuss any questions or concerns with your Center Director.

#### **Policy for Non-Discrimination**

Our program is designed for children from six weeks to five years of age. Tutor Time accepts all children on a first-come, first served basis. Tutor Time does not discriminate on the basis of race, gender, religion, or national origin.

#### **Smoke Free Environment**

Tutor Time maintains a smoke-free environment in compliance with local, state and federal laws. We ask that you do not smoke in the center or on Tutor Time property.

#### **Children with Special Needs**

Tutor Time will accept children with special needs if reasonable accommodation is possible. Tutor Time staff members will work with the child's physician, therapist and other professionals to accommodate the child, or make referrals to more appropriate settings when necessary.

The more information provided to us about the child and the resources he or she requires, the better Tutor Time will be able to meet those needs. For this reason, we will require parents/guardians to complete an individualized assessment with the Center Director prior to enrollment.

#### **Student Confidentiality**

Information pertaining to a child and his/her family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. Student files are otherwise confidential and monitored only by the administrative staff. If your child is involved in an incident involving another child, Tutor Time will not

reveal the other child's identity without prior written consent from the other child's parent/guardian except where prohibited or required by law. Federal law prohibits Tutor Time from testing children who bite for HIV and Hepatitis B.

### **Enrollment**

1. Children must be at least six weeks of age.
2. Prior to the start date, children must submit a medical record that includes a complete physical, a current immunization record, a TB screening (where required by state law) and any other state requirements.
3. All registration materials in the Tutor Time Enrollment Packet must be completed prior to your start date.
4. A registration fee and/or security deposit must be received to complete enrollment.
6. Preschool children will be charged a learning material fee of \$65 per year.

### **Waiting Lists**

Due to high demand for quality childcare, there may not be a place immediately available for your child at Tutor Time. We do maintain a waiting list with a paid registration fee required. A tuition deposit may also be required. Admission is based on the date of application and the child's age. As openings occur at the center, families are called in the order of their position on the waiting list.

Before new families are accepted, priority will be given to children currently enrolled in Tutor Time. This also applies to siblings who have not yet enrolled.

### **Tuition**

Tuition will be charged weekly or monthly in accordance with the Enrollment Agreement. Weekly tuition will be billed on Friday prior to the week of service. A late fee will be assessed if not paid by the following Tuesday. Monthly tuition is charged and due on the first of each month. A late fee will be assessed if not paid on the fifth of the month. Late fees are assessed as per the enrollment agreement. If you decide to keep your child home for any reason, you will be required to pay your tuition in full for that period of absence as part of your contractual agreement.

There is a 10% discount for full time attendance and 5% for part time attendance on the lowest tuition for only one child when enrolling two or more children. The discount is available only to those accounts when full tuition is paid in advance. Discounts are not applicable to registration fees, summer camp, curriculum/program fees, special program promotions or for any other fees or services and cannot be combined with any other discount or promotion.

The Center is open from 7:00am until 6pm, Monday through Friday all year, except for Holidays. If you drop off your child(ren) before your scheduled time, you will be charged a fee of \$15.00 per every 15 minutes or portion of fifteen-minute period, per child. If you fail to pick up your child by your scheduled departure time you will be charged a late pick-up fee of \$30.00 per every 15 minutes or portion of fifteen minute period. This charge is to be paid at the time of pick up. Furthermore, if you fail to pick up your child for more than 30 minutes past 6:00pm, police or local authorities may be contacted. In such instances, you will be charged \$30.00 per every 15 minutes or portion of fifteen-minute period, per child, until the child(ren) are picked up.

If more than 2 personal checks or Tuition Express are returned due to nonsufficient funds future payments must be paid by cash or money order. A TWO-week written notice of withdrawal is required if you choose to end your child's enrollment with Tutor Time. There are no refunds on tuition, registration, deposits, and learning material fees, if you withdraw your child after these have been billed and paid.

Please give two weeks written notice if you plan to withdraw your child. There are no refunds on tuition, security deposit or registration if you withdraw.

If there are circumstances that would prevent you from paying tuition on a timely basis, please discuss this confidentially with the Center Director. Failure to pay tuition as per the Enrollment Agreement will result in disenrollment.

## Drop Off/Pickup

- We strongly suggest that all children be in attendance by 9:00am. This is when individual classrooms activities begin
- Children will not be allowed to be dropped off after 10:00am without prior authorization from administration. Once a child is signed out and leaves the center, we ask that they do not return until their next scheduled day.
- It is very difficult to switch a child's scheduled days. Requests should be reserved for emergencies only.

## DAILY SIGN-IN AND SIGN-OUT: COVID

Children will be received from the front door by an administrator or staff member.

Temperatures will be taken before entering the building.

At the end of the day, come to the door and an administrator or staff member will bring your child out to you.

Please adhere to social distancing when dropping off and picking up

Procedures for arrivals and departures have been developed to assure the safety, security and well being of everyone at the center. Your cooperation with these procedures is appreciated.

Please pick-up your child on/or before the center's closing time. Staff members are not permitted to take your child home with them.

If your child(ren) is(are) left in the center after closing, staff will do the following:

1. Try to contact you by phone.
2. Try to contact your emergency contacts.
3. If the above listed attempts are unsuccessful and you have failed to pick-up your child 30 minutes past closing time, police or local authorities may be contacted.

A child is not permitted to leave with any person other than those designated in writing by the parent/guardian. Photo identification will be checked for any designated person picking up your child. If an emergency were to arise where an unauthorized person must pick-up or drop off your child, you must follow the center's instructions indicated in the **Enrollment Agreement**. No person under the age of 18, including family members, but excluding emancipated minor parents, may pick-up your child from the center.

If there are any changes to those authorized to pick up your child, please advise the center. You must use an appropriate child safety seat and seat belts when transporting children. If we become aware of any person transporting a child without the proper child safety seat and/or seat belt, we may refuse to release the child and/or notify the proper authorities.

**For your child's safety, an authorized adult must accompany your child while in and around a Tutor Time center.**

## Vacation

For every 6 months of enrollment, your child may take one week of vacation Monday through Friday (not in attendance). During these vacation weeks you will need to pay 50% of your normal tuition for us to hold your position. (Maximum 2 weeks annually, non-cumulative; to be taken in full week blocks – no credit for single days out). Please refer to the parent **Enrollment Agreement** regarding the policy for vacation time.

## **Health Precautions**

In addition to the physician's examination and immunization records required for enrollment, we will observe each child's health. If we observe your child developing symptoms of illness during the day, we will isolate him or her from the other children and call you to pick up your child. For the health and wellbeing of your child and others, a child must be kept home if he/she develops any of the following symptoms of contagious disease until symptom free for 24 hours or the child's physician indicates a child can return to the center:

- Diarrhea (more than one loose stool or an increase in number of stools)
- Severe coughing
- Difficult or rapid breathing
- Yellow skin or eyes
- Tears, redness of eyelids with discharge
- Mouth sores with or without drooling
- A fever of 101°F or above
- Unusual spots or rashes
- Sore throat or trouble swallowing
- Infected skin patches
- Severe itching of body or scalp
- Unusually cranky, less active behavior
- Headache and stiff neck
- Vomiting
- Tea-colored urine
- Loss of appetite
- Gray or white stool
- Heavy nasal discharge that is not clear
- A parasite
- Any other contagious or communicable disease

If your child has any communicable disease, please inform the center immediately so we can take the necessary precautions. Children will be re-admitted to the center when they have been symptom free for 24 hours. In certain cases when an illness is contagious and communicable, a physician's written release stating the child is no longer contagious will be required. The Center Director will inform you when a written release is required.

In the case of illness, accident or injury, we will attempt to reach you first. If we are unable to reach you, the emergency contact persons will be contacted. As stated in our *Enrollment Agreement*, in case of a perceived emergency, we will call an ambulance. If a child does not respond, is having trouble breathing or is having a seizure, we must call 911. Until the arrival of a parent/guardian or medical professionals, a staff member in an administrative capacity will take charge of your child. In your enrollment package, there is a form authorizing Tutor Time to act on your behalf if there is an emergency. By completing this form and our enrollment forms, you are authorizing Tutor Time to call an ambulance in case of a perceived emergency.

## **Clothing**

1. Children should wear comfortable, casual clothing.
2. Children who walk must wear closed-toe shoes. Gym- type shoes are recommended.
3. Winter clothing must be provided in climates where appropriate as children will go outside (coats, hats, gloves or mittens, scarves and boots).
4. Families must supply an additional set of clothing including socks and underwear labeled with their child's name.
5. Families must mark clothes with their child's name written in indelible ink.

The center cannot be held responsible for lost clothing or possessions.

## **Birthdays**

Birthdays are a special time at Tutor Time. Families are welcome send in goodie bags with non-food items. The Center will provide **PEANUT/TREE NUT FREE** cupcakes for the class.. Please make arrangements for birthday celebrations at least one week in advance with your child's teacher.

## **Things from Home**

Items such as toys, candy, money, balloons, play guns and other pretend weapons are prohibited and should be left at home. If these items are brought in, the center cannot be responsible for breakage or replacement. It is the parent's responsibility to see that their child brings nothing into the center that is a danger to others. Tutor Time reserves the right to remove any item perceived as potentially harmful.

## **Meals & Snacks**

For children able to eat table food, the center will provide two snacks in an 8-hour day. Any known food allergies and/or copies of any restricted diet approved by the child's physician must be on file at the center. Menus will be posted on the family bulletin board, noting substitutions, if applicable.

If the center provides breakfast and/or lunch, the meals will meet all state and federal nutritional guidelines. When breakfast and/or lunch are provided by the center, we ask that families not send in special foods unless required by a special diet. If breakfast is not served at the center, we ask that children have their breakfast before arriving at the center.

Snack will be served between 9:00-10:30 a.m. It will consist of bread/grain, Fruit/vegetable, and milk/water.

Afternoon snack will be served between 2:45 pm and 3:30pm. These snacks will provide two of the four food groups.

Lunch will be served between 12-12:30 and will provide a bread/grain, a meat/meat alternative, 2fruits/vegetable servings, and milk/water.

All snacks & meals will follow the USDA guidelines for nutrition and serving sizes.

## **Allergies**

Upon enrollment, a *Child Health Assessment* form must be completed and signed by the child's health care provider and parent/guardian. Any known allergies must be noted along with recommended treatment. This form must be updated regularly. Each child with a food or other allergy must have a special care plan prepared by the child's parent/guardian and health care provider to include:

1. Written instruction must be provided regarding the food or items to which the child is allergic and steps that need to be taken to avoid that food or item
2. A detailed plan to be implemented in the event of an allergic reaction, including names, dosages, and methods of administration of medications the child should receive in the event of a reaction. The appropriate medication forms must be completed and on file at the center. The plan must include specific symptoms that would indicate the need to administer one or more medications.
3. Parents/guardians and health care providers of children with allergies must review the centers rotating menus. Parents/guardians and health care providers must note and sign off on copies of the menus noting any necessary substitutions.

## **Nap Time**

There is a required rest period during the day for all children. Each child is assigned his/her own cot or mat to sleep on and is welcome to bring a favorite blanket and a sheet. Some children will sleep, and others will be allowed to rest or enjoy a quiet activity.

## Medications

All medications including over-the-counter medications must be in their original container and include a current label. Medications must have an expiration date. All medications will be stored at the center in a locked box out of the reach of children. Diaper creams and sunscreen will be kept in appropriate secured locations for use but stored out of the reach of children.

**Medication may be administered by designated, trained staff only. Please give all medications to the Center Director or designee who will ensure proper storage and proper medication administration.** Please do not send any medication in your child's bag, coat pocket or leave any medication in your child's cubby.

No medication, prescribed or over-the-counter, will be dispensed without the appropriate consent and waiver form, completed and signed by the child's parent/guardian. Medications will be dispensed once daily (mid-day) at a center specified time unless otherwise indicated in writing by the child's physician.

For prescription medications, the parent/guardian must complete the *Prescription Medication Form* or a state-specific form required by the licensing agency. Prescription medications must be stored in the original container with the child's name, physician's name, date, pharmacy name and phone number, prescription name, number, and clear instructions on frequency and amount to be given to the child. No injections will be administered with the exception of Epi-Pens.

For over-the-counter medications, the *non-prescription medication form*, or state specific form required by the licensing agency must be completed by a parent/guardian. The signed form is valid no longer than seven (7) days from the date of signature. Over-the-counter medications must be in the original container with the child's name clearly written and expiration date. The authorization must indicate the times the medication is to be given and the exact dosage. The parent/guardian must supply additional information on possible side effects of the medication.

Over-the-counter and topical medications are defined as follows:

Topical ointments (sunscreen, bug repellent, skin lotion, Chapstick, and diaper ointment)

Dosages higher than recommended or more frequent than package directions require a physician's note with specific instructions. **No medication will be dispensed in a manner that is contrary to the label directions without a physician's written instructions.**

Tutor Time has the unilateral right to refuse or discontinue administration of any product if (a) an adverse reaction results, (b) the product expires, (c) the child is ill or injured, (d) the product can be administered before or after childcare, (e) the consent and waiver form is incomplete, or (f) for any other reason if, in Tutor Time's sole opinion, it is in the best interest of the child.

## Bumps and Bruises

If your child incurs a minor injury, such as a skinned knee or slight cut (situations that are not an emergency), you will be asked to sign and will receive a copy of an *Incident Report* as required by the state. The report will describe how the incident happened and the action taken by a qualified staff person. In the event of an emergency or accident requiring more than basic first aid, you will be contacted according to the instructions in the *Enrollment Agreement*. We ask that you authorize the center to take the emergency measures deemed necessary for the medical care and protection of your child. Should an accident occur that requires outside medical attention, a written report and student accident insurance claim form will be provided. The student accident insurance is a supplemental insurance policy that is an excess policy only. Your health insurance is and remains the primary responsible party for payment for the cost of treatment to your child. The policy also requires a \$50 deductible for each incident and parents/guardians have one year from the date of injury to make a claim. The maximum benefit for a dental claim is \$250. You are solely responsible for initiating a claim, requesting all appropriate forms and for tracking the status of your claim.

## **Field Trips**

From time to time, the staff at Tutor Time may take children on age-appropriate field trips. Prior notice will be given using a calendar or notification from the Center Director. Your permission for your child to participate is indicated on your Parent/Guardian Permission forms. The center will obtain a signed permission slip from you prior to the trips. The teacher will remain within state ratio while on the field trips. The staff at Tutor Time will take the health record of each child, first aid supplies, record of each child, working cell phone, and another staff member. One of the staff members will be certified in CPR, First Aid, and Communicable Disease.

Details of the field trip including a description of the event and route taken to and from the field trip will be included on the permission slip. For safety and security reasons, your child may not be dropped off or picked up from the field trip location. All field trips will start and end at the center. In some instances, the cost for transportation and trip fees will be paid by the parent. Your participation as a volunteer is welcome. Please consult with the Center Director for further information.

## **Transportation of Children**

Children and staff members are required to adhere to all safety standards such as seat belts while on a bus. Children must meet applicable state and federal law requirements in order for the center to transport them. Tutor Time's policy for transporting children is a child must be at least 4 years old and 40 pounds or more, unless a specific state law is more stringent. Some states may require booster seats. Tutor Time may not have the ability to place a booster seat in the bus and therefore may not be able to transport your child. Please check with the Center Director for your specific center and state rules.

## **Licensing Agency**

It is the right of the Licensing Agency to perform duties as follows:

- 1) Interview children and/or staff and to audit child or staff records without prior notice or consent.
- 2) Observed the physical condition of the children including conditions that indicate abuse, neglect, and inappropriate placement and determine if necessary to provide protective custody and/or have a licensed medical professional examine the children.

## **Our Responsibility in Reporting Suspected Child Abuse and Neglect**

As caring and concerned childcare providers, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life and in varying degrees. When abuse occurs, both children and parent/guardian are the victims and need support, understanding and help. Tutor Time staff have been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, **the law requires us to report all suspected cases of abuse and neglect.** Parents may ask the Center Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

Should abuse and neglect be suspected, these steps are the usual course of action (unless state mandates differ):

1. Staff member will discuss the suspected case with the Center Director.
2. The Center Director will observe the child, talk with the child to determine if abuse or neglect is a possible cause. The Center Director may discuss the concerns with the child's parent/guardian.
3. The staff and Center Director, in conjunction with Tutor Time Management, will determine if there is a need to notify a Child Protective Agency. The staff member involved is entitled to make an independent report.
4. A social worker or representative of the agency may visit the child at Tutor Time or the child's home.

To protect the children in our care, we take the following measures:

1. All state required staff screening and background checks
2. Observe and evaluate the performance of staff
3. Monitor classrooms, activities and staff members through closed circuit monitors and observation windows

### **Emergency Evacuation Procedures**

Each classroom has designated escape routes posted at each exit door for primary and secondary evacuation.

### **Outdoor Play**

Outdoor play in the fresh air contributes to a child's good health and overall development. Tutor Time plans daily outdoor activities. It is our policy that a child must be well enough to participate in both indoor and outdoor activities. If there are medical reasons why your child cannot play outdoors but is well enough to be at the center, we will make every attempt to comply with your request when presented with a physician's written instructions. Children will remain inside when weather is inclement (raining, snowing, icy conditions) or in extreme cold or heat. Many states have specific regulations defining outdoor play. Please check with your Center Director for your state's specific requirements. Please make sure your child(ren) have weather-appropriate clothing such as hats, mittens, coats and boots.

### **Supervision of Children**

No child will be left unsupervised while in the care of Tutor Time Child Care/Learning Center.

## **Educational Philosophy and Curriculum**

Tutor Time Child Care/Learning Centers create environments that are developmentally appropriate for each child. We provide opportunities for every child to grow physically, socially, emotionally and intellectually. Tutor Time knows that children are active learners. Every classroom reflects specially designed learning areas for every age and stage of development.

### **Our Young Learners**

Tutor Time's *Learn from the Start and Learn as we Grow* curriculum is designed to facilitate learning through hands-on experiences for our Infants, Toddlers, Twos and Early Pre-school children. Our youngest children have access to learning materials specifically selected to address their developmental needs. Soft play equipment, colorful manipulatives and stimulating learning materials await our Young Learners. Carefully developed daily activities are teacher-selected from the monthly Tutor Time Curriculum. Teachers are provided with teacher guides, and Ability Profiles developed by Tutor Time that chart developmental milestones throughout the year.

### **Preschool and Pre-Kindergarten**

Our exclusive *Learning Care System™* digital curriculum offers lesson plans that are generated based on each child's developmental needs and milestones, resulting in a customized, personalized curriculum.

Inspired by Howard Gardner's multiple intelligences theory, we focus on the full development of each individual child and recognize how they learn different subjects in different ways, utilizing their intelligences.

Now is the time to truly start discovering the world. What better place to start than at Tutor Time®? Our exclusive Tutor Time® LifeSmart™ curriculum was designed to encourage exploration and embrace all the different ways that children excel. Aligned with standards set forth by national accrediting associations, this curriculum helps children expand on their own unique gifts or "smarts." And it works: a recent kindergarten readiness study showed that in just six months, children in our program made educational gains usually expected after a full year.



Our program provides children with the developmental and educational skills needed for a successful transition into kindergarten and beyond.

Our preschool and pre-kindergarten classrooms include rich learning centers. These learning centers invite children to participate in self-directed investigations that build problem-solving and critical thinking skills.

Research in the fields of brain development and early childhood education has shown that children learn best when they are actively involved in constructing their own knowledge through self-directed learning activities. Deep and true understanding comes when young children are supported in playful exploration by caring and encouraging adults in rich and stimulating environments.

Additionally, Tutor Time teachers supplement these experiences with large group activities that focus on character education, physical fitness, science and a variety of monthly curricular themes. Because we know that our society places a strong emphasis on mathematics and literacy skills, we have designed our programs to give children particularly strong foundations in these disciplines. At Tutor Time we believe that these experiences give children the foundations that prepare them for elementary school and set them on a path to life-long learning. The *LifeSmart*<sup>™</sup> curriculum is designed to give children the tools they need to grow and develop into productive members of our society and the leaders of tomorrow.

### **Child Guidance and Classroom Management**

The ultimate goal of behavior guidance and classroom management systems is that children learn self-discipline and become good decision makers. At Tutor Time, all employees use positive approaches to guide children towards these goals.

Our first step is to structure our learning environments so that there are minimal behavior problems. These proactive methods may include:

- Having multiples of favorite toys.
- Making materials easily accessible to children.
- Providing a balance of child-directed choices and teacher-directed activities over the course of a day.
- Creating stimulating and developmentally appropriate classrooms that engage and challenge children.
- Teachers moving around the room to be available to children, playing alongside them and modeling respectful and appropriate interaction strategies.

When misbehaviors do occur, teachers use a variety of techniques to address these concerns. These methods may include:

- Distraction (Infants and Toddlers): Teachers ignore the behavior while involving the child in a more positive choice.
- Redirection: Teachers help a child understand that a behavior is not appropriate and focus his/her attention on a more acceptable alternative.
- Normal Social Consequences: Teachers allow normal consequences to occur and help children recognize how their behaviors lead to these consequences.
- Conflict Resolution: Teachers lead children in conversations with each other to solve social problems that arise in the classroom and to help them understand how their behaviors impact others.
- Investigation: Through observation, discussions between family and staff and documentation, teachers will work together to determine and correct the root causes of disruptive behaviors.

Through these proactive and reactive means, Tutor Time works to treat each family with care and respect while guiding children towards the goals of self-discipline and positive decision making. We ask you to support us in modeling positive behavior with all the children at the center. Please refrain from using developmentally inappropriate language or improper behavior guidance measures while at the center.

## **Special Information for Parents of Infant and Toddlers**

### **Infants**

Please be sure that your child has the following items at the center on a daily basis:

Two crib sheets-labeled with child's name

Ointments- with proper authorization forms completed (no powder or sprays are allowed)

Three changes of clothing (including socks or booties)

Enough prepared and labeled formula or breast milk for one day (labeled with child's first and last name, date and contents)

Jar food and cereal (labeled with child's first and last name)

### **TUTOR TIME IS HAPPY TO PROVIDE DIAPERS AND WIPES FOR ALL CHILDREN UP TO AGE 3**

It is the family's responsibility to replace the above items when needed. Infant's belongings (soiled clothing, used and unused bottles, etc.), must be taken home nightly and laundered or sanitized.

All items must be labeled including pacifiers, baby bottles, bottle caps, rings, sippy cups, blankets, sheets and clothing. Pacifiers **MAY NOT** be attached to the child's clothing. The center is not responsible for items that are not labeled.

Infants are fed, changed, and placed in a crib to sleep on demand. Infants are held while being bottle fed and are placed in their cribs only to sleep. They are removed from the crib for feeding, playing and nurturing during their waking hours. You are welcome to breast feed your infant at any time. Parents/guardians are asked to complete an *Infant/Toddler Needs and Service Plan* prior to enrollment and update the plan as your infant's schedule and needs change.

### **Safe Sleeping Position**

In accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep. Infants nap in assigned cribs according to their own individual schedule. If you request that your child sleep in a different position other than on their back, a physician's note that explains why your baby should not use a back sleeping position is required. Specific states may have additional requirements as well, please check with the Center Director for further information.

### **Diapers and Formula**

#### **DIAPERS AND WIPES ARE PROVIDED BY TUTOR TIME UP TO AGE 3**

Any ointments to be used must be labeled with the child's first and last name. A *Non-Prescription Medical Treatment Instruction, Consent and Waiver* form must be completed by the parent/guardian prior to dispensing. These forms must be completed every seven days and indicate the times the ointments are to be given. No powders or sprays are allowed. Please consult with the Center Director regarding all forms and regulations pertaining to infant care as specific state regulations vary.

#### **All foods including formula must be supplied and labeled by the parent with the exception of Federal Food Centers.**

Families are required to provide a nutritional diet for their infant. Food must be labeled with the child's name and will be stored in the appropriate location in the child's room. All bottles must be prepared by the parent/guardian, labeled with the child first and last name, contents and date (except when your center participates in the Federal Food Program). Unused portions of bottles will be discarded within one hour from the beginning of the feeding. Bottles will be warmed under running tap water or by placing them into a container of water that is no warmer than 120 degrees F. Use of microwave ovens, bottle warmers or crock pots is prohibited. Please fill bottles only with the amount of formula or breast milk your child will drink at each feeding. We ask that you do not leave any bottles, open food or formula at the center at the end of the day. All left over open food items that are not taken home will be discarded at the end of the day. Please consult with your Center Director as other state licensing and health code regulations may apply.

## **Toddlers**

In addition to the standard Tutor Time policies, the following items are needed for toddlers who are not toilet trained. Families are responsible for bringing the following items with child's name clearly labeled:

### **DIAPERS AND WIPES ARE PROVIDED BY TUTOR TIME UP TO AGE 3.**

- Three changes of clothing (including socks)
- Sweaters and/or jackets- suitable for indoor and outdoor temperature changes
- Covered sippy cups with lids (labeled)

## **Two Year Olds**

### **Toilet Training Procedures**

It is best to start toilet training when your child recognizes their diaper needs to be changed. At this point, children may be ready to learn and be able to control their bowels and bladder. Beginning to toilet train too early will cause frustration for the child. Toilet training is recommended for children between the ages of two and three years.

A child's cues and mannerisms initiate toilet training. These may include:

- Verbal requests
- Gestures of pulling down pants
- Leading care giver to the bathroom
- Squirming in place
- Pointing gestures

Care giver's responsibilities include being sensitive to these cues and mannerisms by:

- Asking the child to use the potty
- Assisting the child on scheduled visits to the bathroom
- Frequent verbal reminders throughout the day
- Posting pictures of sequencing potty routines
- Communicating with families to establish consistency between center staff and home

This growth period is a natural progression of independence. It is not viewed as a time to shame or humiliate a child who may have an accident. All efforts by the child will be positively acknowledged with praise and encouragement.

Many Tutor Time Centers have child-size toilets for the children to use during this phase of development. While using the bathroom, all children will be supervised and assisted as needed. The children will flush the toilet and be assisted with washing their hands with soap and water.

If a child does have an accident, the care giver, using gloves, will assist in changing the child's clothes. Parents are responsible for bringing at least three changes of underwear, pants, shirts and socks all labeled with the child's name. For health and safety reasons, soiled clothing will not be washed or rinsed by the center. All soiled clothing will be placed in a sealed plastic bag and returned to parents for pick-up at the end of the day.

Toilet training is an exciting process for both the family and the child. We want to encourage communication between the staff and families so we can work together as the child strives for independence. We will make every effort to follow your direction to ensure consistency between home and the center.

### **Transitioning Procedures**

When it is time for a child to be moved up to the next classroom the parent will be given written notice one week in advance of the change and a schedule for a the transition period.

This allows the child to gradually be introduced to the new classroom and teacher. This transition period can be extended to a two-week period if it is felt that it is in the best interest of the child.

### **Custody/Parents**

It is Tutor Time's policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit or request documents on a child. If that is not the case, it is the parent's/guardian's responsibility to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and/or guardians. Tutor Time will follow the last dated court documents without prejudice to either parent/guardian. Tutor Time asks that parents/guardians keep the center, staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

### **Weather Emergencies**

In the event of severe weather conditions which prevent the center from opening, please call ahead to confirm staff have arrived. Should severe weather conditions make it necessary for a center to close early, you will be notified by the Center Director or designee so you can make appropriate arrangements for picking up your child. It is your responsibility as the parent/guardian to ensure your child(ren)'s emergency contact information is current. Closing information will be provided through the BRIGHTWHEEL APP, OUR WEBSITE AND OUR FACEBOOK PAGE.

### **Emergency Evacuation**

Evacuation drills are held regularly at Tutor Time Centers. Should an emergency occur which requires evacuation of the center, you will be notified as soon as possible and asked to pick-up your child if the emergency is expected to last a significant length of time. If you are at the center at the time of a drill or an emergency, you are requested to follow our procedures and evacuate the building immediately along with the children or follow the emergency instructions of the Center Director or Management Person in Charge. Please check with the Center Director for specific information related to evacuation and emergency procedures.

### **Baby-sitting Policy**

Tutor Time discourages its employees from making independent childcare arrangements with center families. However, in the event you enter into an arrangement with a Tutor Time employee to baby-sit for your family outside of the employees work hours and/or outside of the center hours, it must be done away from the center with the full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a Tutor Time employee. Tutor Time cannot be responsible for its employees away from the center, outside their working hours and will not be liable for their act or omission when not on Tutor Time property. You may be required to sign an acknowledgement and waiver to this effect. If you enter into an independent agreement with a Tutor Time employee to care for your children, and this arrangement results in the person leaving Tutor Time's employ, Tutor Time will charge you a finder's fee of \$1500.

### **Termination of Enrollment by Tutor Time**

In certain circumstances it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class and the well being of everyone at the center. Every effort will be made to correct a situation before a final decision is made (i.e., moving a child to another class, redirecting behaviors, providing choices, separating children who are not getting along or other interventions.)

Termination of enrollment may be a result of the following:

- Abuse of other children, staff or property by child or parent/guardian
- Continued violation of Tutor Time policies by child or parent/guardian
- Disruptive or dangerous behavior by child or parent/guardian
- The center's inability to meet the child's need or the parent's/guardian's expectations
- Non-payment of tuition

This is a partial list and Tutor Time reserves the right to end the enrollment of a child at any time for any reason deemed appropriate. Whenever possible, prior notification will be provided to the parent.

### **Family Involvement and Communication**

Tutor Time usually has an open door policy for our enrolled families, however due to the COVID emergency we are limiting the people allowed in our building for the safety and security of our children. We are happy to arrange a phone conference with your child's teacher for parents at any time. We know it is important for you to have an understanding of your child's activities through shared experiences with your child and open communication with the childcare provider. We invite you to share in your child's day with special hobbies and talents. Please make arrangements with your child's teachers. There are times throughout the year that we have seasonal activities that we involve parents, children, staff and community.

On various occasions, we take photos in the center to share with you or for use in program planning, marketing and public relations. You may see them in various types of advertising, on public television, in newspapers, magazines and electronic or digital communication. In signing this policy agreement, you give Tutor Time Child Care/Learning Centers and its' affiliates permission to copyright and/or publish or use these images for any lawful purpose. They may be used in conjunction with your child's own name or a fictitious name.

Formal family/teacher conferences are scheduled twice a year for our Pre-School and Pre-K classes. Informal phone conferences are held anytime by appointment. Your communication and involvement are important and will enhance the feeling of partnership in the education and care of your child.

Parents/guardians will be notified of significant occurrences, communicable diseases and other problems that affect their children. The notifications will be done by postings, direct communication, a letter or a telephone call, depending on the circumstances. You will receive a daily updates on Brightwheel app from your child's caregivers, outlining you child's activities and routines for the day. These updates include observations regarding length of naps, amount of food eaten, diaper changes and toilet training progress. It also includes an overview of classroom activities and any special notes from your child's caregiver.

Our goal is to treat each child and family member with understanding and respect while being responsive to your individual needs and expectations. The intent of the Family Policy Agreement is to provide information that is both helpful and usable, strengthening Tutor Time's partnership with you. We appreciate your cooperation with the Tutor Time Child Care/Learning Centers policies.

At Tutor Time we have an established chain of command for any questions, comments, concerns or compliments, feel free to contact your child's teacher or call the director at 845-708-8270. For more serious concerns you may contact John Scurti, our owner, at 845-708-8270 or email [jscurti.tnewcity@gmail.com](mailto:jscurti.tnewcity@gmail.com)



**Tutor Time Child Care/Learning Centers  
Family Policy Agreement Acknowledgement**

**I have read the document entitled “Family Policy Agreement” and have received a copy of the “Family Policy Agreement”.**

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**Signature** (Parent or Legal Guardian) **Date**

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**Child’s Name** (Please Print)

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**Signature** (Center Director) **Date**