



## Parent Information Guide

2185 Adam Clayton Powell Jr. Blvd.  
New York, New York 10027  
(646) 476-9533  
[heavenstinytots@gmail.com](mailto:heavenstinytots@gmail.com)

## **Greetings!**

Welcome to Heaven's Tiny Tots Day Care and Learning Center. We wish to **Thank You** for choosing us to care for your child. We are committed to providing excellent childcare and educational opportunities for your child. We have developed strong relationships with the families and the community that we have served for the past seven years, by adopting policies that place the needs of the child and family first. We believe that "family friendly" centers help promote positive relationships between daycare staff, teachers, parents and the child. Family friendly centers also encourage good communication that helps focus on the responsibilities of the Center and the child's family. Siblings, grandparents, step-parents and family friends are also encouraged to develop a relationship with the staff in order to further the lines of communication and encourage team work.

We will continue to introduce Heaven's Tiny Tots DayCare and Learning Center to the Harlem Community by having monthly or quarterly "Meet and Greets". Parents, family members and the community will be invited to visit the Center to network, meet with staff and share ideas about programs that will help us continue to promote a "family friendly" environment for our staff and children. While your child is attending our program, we hope to develop a partnership between home and daycare, which will benefit the development and growth of your child.

## **Our Mission**

Our mission is to provide excellent quality childcare and educational programs to children by providing a safe, caring, nurturing and family friendly environment, which will focus on each child's social, emotional, physical and cognitive development. Early childhood programs give children an important foundation to achieve social and academic success in the future. The goals of our program are to achieve high standards in care and education that will ensure that each child will develop language, literacy, social, emotional, physical and cognitive skills as described in the New York State Foundation for the Common Core Learning Standards.

## **Our Philosophy**

The philosophy of Heaven's Tiny Tots DayCare and Learning Center is based on a set of strong held beliefs: that each child is a unique individual. We are sensitive to each child's social, emotional, intellectual, and physical needs. We provide developmentally appropriate programs that focus on the process of learning and helping children enjoy successful experiences. We encourage not just learning but also the love of learning.

At Heaven's Tiny Tots DayCare and Learning Center, children are given the opportunity to explore materials and to participate in a variety of learning experiences. Activities are carefully planned and implemented in an open-classroom setting. Children are free to choose age-appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play. Children develop self-esteem, independence and problem-solving skills as they learn to make choices in choosing activities and playtime.

## **Our Open Door**

Parents with infants are welcome to visit anytime, and parents with pre-school children must arrange to visit the Center after consulting with the classroom teacher about the classroom schedule. Parents who wish to meet with the Director or a staff member, should feel free to make an appointment. All parents are encouraged to communicate with staff via the Smart Care app.

## **We are Family Friendly**

All parents, teachers, children, and staff are treated with kindness, friendliness, patience, and respect. We will take every step to resolve issues in a respectful, compassionate manner. All children are treated with respect and kindness.

## **Heaven's Tiny Tots Programs:**

Infant Rooms- 6 weeks - 12 months

Toddler Program - 12 months - 24 months

Pre-schoolers - 24 months - 4 years

## **Daycare Rules**

We use gentle hands

We use kind words

We use walking feet

We use quiet voices

We clean up our toys

We share with our friends

## **Our Staff**

We believe that the strength of our program is the dedication of our staff. We support our staff with training, resources, and freedom to create a unique learning experience for each child. We provide opportunities for staff to network and share ideas that will enable them to continue to grow professionally. Our staff works hard to create a caring and nurturing environment which fosters each child's creativity and positive self- image.

We encourage our staff to spend a lot of time listening to and talking with the children. Positive interaction encourages the development of emotional awareness, language and social skills and also enhances the development of positive self- esteem and pride. Each child will have the opportunity to develop his/her own personal interests at his/her own pace.

We promote the professional development of our staff at Heaven's Tiny Tot's DayCare and Learning Center. Staff is supported with ongoing staff development training, and are given the resources needed to create unique learning experiences for our children.

The children benefit from our teachers receiving ongoing training because the training addresses areas directly related to improving curriculum, interpersonal interactions, child development, health and safety issues, and other relevant childcare topics.

We have identified the skills and competencies teachers must have to meet the childcare and early education needs of our children. Our teaching team is carefully selected, trained, and evaluated. All DayCare staff members undergo background checks at the time of hire.

### **Our Curriculum**

Heaven's Tiny Tots DayCare and Learning Center is a place where learning and fun become one. We will approach each day with imagination, innovation, and fun utilizing the Fireflies and Buttercups Curriculum. Buttercups is an interactive activity and curriculum for infants and toddlers ages 0-36 months and Fireflies is a preschool curriculum for children 3-5 that creates enthusiasm for learning and builds school readiness skills.

Our program and preschool curriculum integrates a wealth of intriguing and engaging learning activities that stimulates brain development in children. Studies have found that learning improves when children are engaged in an enjoyable and meaningful activity. Creative play is an important part of a child's development. It is through play that children learn at an early age how to engage, interact and develop on all levels. Your child will be encouraged to develop his/her own creativity while also developing their imagination, dexterity, physical, cognitive and emotional strength.

We recognize that children develop at different paces and have different interests, so we maintain small groups and appropriate teacher-child ratios, that allows us to meet the individual needs of each child.

## **Tuition**

Tuition is payable in advance and due in full on Monday of each week. Auto payment deduction is a requirement.

Parents will be notified when payments are past due. If an account is two weeks past due, the child's daycare services will be suspended.

In cases, where a child has an illness, or on vacation and will not attend for any reason, full payment or tuition is required to hold your child's spot. Tuition is not per day. It is per week. If the child comes 0 days or 5 days and is currently enrolled in the program full payment will be due. If a child is receiving a childcare subsidy, it is the parent's responsibility to make sure their subsidy cases stay active to ensure child care payments are made. If any parent loses their child care subsidy the parent will be responsible for full payments due.

There is a \$25.00 fee for all returned checks.

## **Late Fee and Overage Charges**

The Center closes at 6:00 p.m. daily. If you are running late, please call the Center (646) 476-9533. There is a \$5.00 per 5 minute late pick-up fee which is payable within 24 hours of billing.

## **Parental Involvement/Participation**

Your child will go home every day with a Daily Report Form outlining the daily activities. Additionally, monthly newsletters are sent to outline upcoming events and activities. Please check your child's mailbox every day for receipts, notices, and monthly newsletters.

We value our partnership with our parents and families, so we want to encourage every family to get involved and participate in special events, conferences, workshops, and trips sponsored by Heaven's Tiny Tots DayCare and Learning Center. Your participation is important to your child!

## **Formula/Meals/Snacks**

Weekly menus including meals and snacks will be posted in the classrooms. Until infants can eat the meals provided by the Center, parents are required to supply formula and baby food. **We are a chocolate and nut free center and please bring to our attention any food allergies your child may have.** When your child is making the transition to table food, we will work with parents to offer appropriate selections from the daily food menu. Milk, water, and fruit juice will also be available. Children in the toddler through preschool classrooms are expected to participate in the food program.

For infants: Bottles should be brought to the Center "ready to feed". Bottles will be refrigerated and warmed with water by the staff. Empty bottles will be rinsed and put back in your child's diaper bag.

Meals are served family style with children being encouraged, not forced to eat. We encourage the children to taste each food being served. During snack time, children will have the opportunity to develop independence and self-help skills by serving themselves when they are ready to eat.

## **Admission/Registration**

All forms necessary for each child's file are required to be completed prior to their first day of DayCare. All children must have a current and completed NYC Health Department Immunization Form at the time of enrollment.

Please keep the daycare up to date with ongoing immunization records and inform us of any medical problems your child may have. Children with special needs are evaluated prior to enrollment. We are happy to welcome them if it is mutually determined that we meet their needs.

## **Registration**

Each item must be completed prior to your child's first day.

- \$50.00 Registration Fee
- Completed Registration Form

- Completed Medical Form
- A signed copy of the Parents' Contract and Understanding of Parent Information Handbook.

### **DayCare Hours**

Regular DayCare hours are 7:00am to 6:00pm. All children must arrive by 9:30 am, to avoid disturbing classroom schedules and activities.

### **Arrival and Departure**

To assure the safety of your child, we ask that you sign your child in and out each day. The kiosk is located at the front desk in the lobby as you enter the Heaven's Tiny Tots DayCare and Learning Center. After scanning the kiosk, please take your child to their designated classroom or area and be sure to make verbal contact with a staff member so we are aware that your child has arrived.

In accordance with the New York City Department of Health rules and regulations, Heaven's Tiny Tots DayCare and Learning Center will strictly adhere to all rules concerning drop off and pick up of children that attend the Center.

Parents and guardians may authorize other people to drop off or pick up a child. The child will be released only to persons listed on the authorization form. We are asking that parents inform staff when an alternate person will be picking up their child. The alternate person will show identification at the front desk and sign in before proceeding to the classrooms. The alternate person will identify him/herself to the classroom teachers. In the event of an emergency or to inform staff that your child will arrive at the Center late, or will be picked up early, please call (646) 476-9533.

### **Daily Report Forms**

Teachers will keep daily records concerning your child's activities and behavior during the day. Special needs will also be noted on the forms.



We ask that you please share information concerning any event or happening that may affect your child's behavior during the day. (teething, lack of sleep, change in appetite, illness of family member).

### **Sick Baby**

Only well children will be allowed into Heaven's Tiny Tots DayCare and Learning Center. If your child is sick, please be considerate of the other children and staff and do not bring the child to the DayCare. According to NYC Department of Health Regulations, a child attending the DayCare must be fever free for 24 hours without the use of a fever-suppressant before returning to the Center. Please do not administer a fever-suppressant and bring your child to the Center.

Listed below are criteria for excluding ill or infected children from the Center:

Fever: Defined by the child's age as follows:

- Infants younger than 4 months 100F 4-24 month olds
- 101F older than 24 months
- Signs of possible illness - Unusual lethargy, irritability, persistent crying, difficult breathing, and teething.

Runny Nose- with excess mucus

Diarrhea - Diarrhea is defined as an increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form that is not contained by the diaper or toilet use.

Vomiting - Two or more times in the previous 24 hours unless the vomiting is determined to be due to a non communicable condition and the child is not in danger of dehydration.

Mouth sores with drooling unless the child's physician has determined the illness not to be a communicable disease.

Rash with fever or behavior change until a physician has determined the illness not be a communicable disease. Infection (e.g., scabies, head lice), until 24 hours after treatment was begun.

STREPTOCOCCAL (Strep Throat), until 24 hours after treatment has been initiated and until the child has been fever-free for 24 hours.

Ringworm, until 24 hours after treatment was begun

Chicken Pox, until 6 days after onset of rash or until all lesions have dried and crusted.

Rubella, until 7 days after the rash appears.

Any child that enters the faculty with any signs of cold or illness will not be allowed to enter the daycare.

### **Medication**

Center staff is not allowed to administer medication to any child. If a child needs medications due to illness, the parent must make provisions to administer the medication prior to coming to the DayCare or after.

### **Changes at Home**

Please advise us of any changes in your family routine or home life. Changes that adults adjust to easily can be difficult for a young child. Some examples include: If you are moving, or a family member is staying with you, or a family member is out of town, a recent death in the family, etc. Please let us know so we can lend support to your child.

### **Discipline/Guidance**

As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened will ease the tension. A child may need to sit quietly to calm down and regain self-control.

Children are never spanked, humiliated, or embarrassed. If the behavior is persistent, the classroom teachers will examine the environment and the events which surround the behavior. Through observation and discussion, the teachers will decide the most appropriate way to deal with the situation. Parents will also be asked to share their ideas and methods of dealing with difficult situations and behaviors.

## **Separation**

Difficulty with separation is not unusual for children, especially during their first weeks of daycare. Please help prepare your child for your departure. Do not try to "sneak away" or "slip out" as this action creates anxiety for your child. Tell your child that it is time for you to leave and then proceed to do so. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A teacher will be happy to assist you if necessary and help your child settle into an activity. If your child is upset when you leave, we will comfort your child until he/she calms down. Please feel free to call the Center at any time to check on your child (646) 476-9533.

## **Biting**

Biting is not unusual behavior for pre-verbal children. It is a normal part of childhood development, usually seen in infants, toddlers and 2-3 year olds. Our teachers are trained to handle this behavior and also help children learn expressive language skills. Children bite in order to cope with a challenge or fulfill a need. As the child matures, gains self-control and develops problem solving skills they outgrow this childhood behavior. If a child is bitten, the area will be cleaned and ice may be applied. The child will be consoled until he/she is ready to rejoin the group and the biter will be told that biting is not allowed and that it hurts. Parents of both children will be informed of the incident.

## **Outdoor Play**

Learning is not limited to the classroom. As weather permits, the children will be taken outdoors for walks and playtime. The outdoors give children an opportunity to learn about the environment and the community in which they live. Infants are also taken outside for walks in strollers provided by Heaven's Tiny Tots DayCare and Learning Center.

Please send labeled clothing appropriate for the weather. During a light rain, we may take a walk, so a raincoat is advisable. On snowy days, send boots, hats, gloves and layers of warm clothing. During the summer, we will enjoy water play in the park. We ask that children wear rubber-soled shoes for outdoor play. Sandals, "jellies", "crocs" and

flip-flops hinder a child's ability to participate and often create safety hazards. You may provide a pair of water shoes that follow the guidelines for water play.

### **Nap Time Hours**

By law, children are required to have at least a one-hour nap time. Quiet activities will be scheduled while children are sleeping. Parents must provide crib-size fitted sheets for the cribs and bedding will be sent home every Friday to be laundered.

### **Diapers/Baby Supplies**

Please bring your baby's favorite diapers and baby supplies. Staff will inform you when additional supplies are needed.

### **Toilet Learning**

Please advise us when you and are ready to begin toilet learning with your child. It is best that we are consistent in duplicating the routines and methods that you use with your child.

### **Uniforms**

We are asking that all parents cooperate and adhere to our uniform policy for children 2-4 years old. We believe that uniforms have a positive effect on a child's attitude about him/herself and uniforms helps create a feeling of unity, oneness, and belonging which is in keeping with our mission to provide a positive family friendly environment. We want our children to focus on who they are, rather than what they are wearing.

### **Change of Clothing**

All children need at least one complete, labeled change of clothing at the Center. As the seasons change please check and change the outfits left at the Center. Young children may need several changes of clothing each day, especially those involved in toilet learning.

### **Toys from Home**

Please do not allow your child to bring toys from home unless it is your child's "Show and Tell" day. If so, items must be placed in the cubby until it is time to share. Age appropriate toys are provided for the infants, toddlers and pre-school children in each classroom.

### **Strollers**

Parents must fold and use only umbrella sized strollers in order to comply with regulations established by the NYC Fire Department and The Bureau of DayCare.

### **Birthday Celebrations**

If you wish to celebrate your child's birthday at the Center, please discuss your plans with the classroom teacher. He or she can advise you of any food allergies or scheduling conflicts. Please remember that we are a nut free center. Your child's birthday may be celebrated in the classroom during afternoon snack time. You may provide party hats, napkins, plates, and cups if you wish. We will serve juice.

Please consider the age of the child when selecting food for the celebration. No heavy sugar for children under age two. Frozen yogurt may be an alternative to ice cream. Plain cupcakes or muffins are great for 1 and 2 year olds. Please check to see if some children in the class are allergic to foods. If you wish to celebrate your child's birthday away from the Center, we cannot distribute invitations in the classrooms unless the entire class is invited.

### **Disenrollment**

All children who are accepted and enrolled in Heaven's Tiny Tots DayCare and Learning Center will be guaranteed a spot if their tuition is current. Parents are required to submit a 30-day written notice or monetary equivalent when a child is withdrawn from the program. This practice allows the Center time to contact children on the waiting list.

We reserve the right to dismiss a child if we cannot meet his/her needs. Prior to dismissal all attempts will be made to work with the child and family to resolve his/her problem.

A problem-solving session will be held with the Director and the parents/family to help develop a plan to help meet the needs of the child.

Grounds for dismissal are listed below:

- Child exhibits extremely aggressive behavior that endangers other children or staff,
- Unwillingness of parents to work with the teacher in the management of their child's behavior and/or refusal to follow the preschool recommendations for outside support services.
- Child's developmental needs are not being met
- Non-payment of tuition or late fees
- Parents exhibits severe aggressive or threatening behavior towards staff or other families.

### **Waiting List**

A \$50.00 non-refundable waiting list fee and completed registration form are required to be added to the waiting list. The fee will be applied to registration once your child is enrolled.

### **Accident Report Forms**

If your child is involved in an accident that requires first aid or any type of medical attention, an Incident Report will be completed and you will be notified as soon as possible. A copy of the report will be placed in your child's cubby.

Should your child need emergency medical attention, 911 will be called and your child will be taken to the nearest Emergency Room.

The parents will be contacted immediately to meet a staff member and the child at the Emergency Room. If neither parent can be reached, we will call the emergency contact person designated on your child's

information sheet. When you sign your child's information sheet you are authorizing us to implement the plan described above.

### **Emergency Preparedness**

Staff is trained to deal with a variety of emergency situations. During these circumstances, teachers will remain calm and remain with the children at all times. In the case of a weather-related emergency, such as a hurricane warning, children will be evacuated to the nearest designated shelter in place.

### **Babysitting**

Occasionally parents may ask DayCare staff to baby sit. The Center does not encourage this practice and assumes no responsibility for employees after their scheduled work hours. Additionally, staff members are not allowed to transport children.

### **Parent-Teacher Conferences**

Parent/Teacher Conferences will be held throughout the year. Please check the dates on the school calendar and we look forward to your participation.

### **Non-Discrimination Policy**

Heaven's Tiny Tots DayCare and Learning Center does not discriminate based on race, religion, culture, heritage, political beliefs, marital status, national origin or sexual preference.

### **DayCare Closings**

Heaven's Tiny Tots DayCare and Learning Center will be closed on the holidays listed below. In addition, we will be closed the last week in August and the last week in December. Reminders will be sent out two months prior.

New Year's Day
Martin Luther King Jr. Day
Lincoln's Birthday
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day After Thanksgiving
Christmas Day

If NYC schools are closed due to weather conditions, Heaven's Tiny Tots Daycare and Learning Center will also be closed.



Dear Parent,

We hope that you found this booklet informative and any questions you may have were answered. Please feel free to call, visit, or meet with the Center staff at anytime. Heaven's Tiny Tots DayCare and Learning Center is committed to providing a "family friendly" Center.

Please acknowledge with your signature below, that you have received a copy of this booklet and understand the rules and expectations of Heaven's Tiny Tots Daycare and Learning Center. We appreciate every family and we are looking forward to our partnership with you and your child.

Thank you.

Sincerely,

Tameka Silva, Executive Director

Parent/Guardian signature \_\_\_\_\_

Date \_\_\_\_\_