

ROULHAC'S PRESCHOOL & CHILDCARE

POLICY HANDBOOK



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ROULHAC'S PRESCHOOL & CHILDCARE POLICY HANDBOOK

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Mission Statement:

At Roulhac's Preschool and Childcare, our mission is to provide each child with an opportunity for a meaningful learning experience in a setting that reflects a cheerful, happy atmosphere. Our commitment is to develop within each child, in accordance with his/her potential, academic achievement, self-esteem, and most importantly... a love and joy for learning.

Our Goals for Your Child:

At Roulhac's Preschool and Childcare, each age group has goals for your child.

- Teachers in the Toddler Classes will work with children to help them further develop their social, language, mathematical, scientific, and artistic skills.
 - **Social Skills** - Through play, children learn to interact with their peers and teachers.
 - **Language** – Children are encouraged to develop listening and speaking skills.
 - **Mathematical Skills** – Age-appropriate mathematical concepts are introduced and reinforced.
 - **Scientific Thinking** – Children are encouraged to learn about their environment through activities designed to foster experimentation and observation.
 - **Physical Skills** – Children are encouraged to develop fine and gross motor skills through age-appropriate activities and play.
- Teachers in the Begindergarten Classes will work with children to help them further develop their social, cognitive and language, mathematical, scientific, and artistic skills.
 - **Social Skills** - Children will further develop their ability to interact with their peers and teachers through:
 - Engagement in solitary and parallel play.
 - Participation in group activities.
 - Adjusting to classroom routines and following directions.
 - Learning to play well with others.
 - **Cognitive and Language Skills** - Children will enhance their listening and speaking skills including:
 - Communicating and sharing ideas with their peers and teachers.
 - Developing their individual vocabularies through language acquisition, activities, and storytelling.
 - Understanding and following directions.
 - Learning to ask inquisitive questions.
 - **Mathematical Skills** - Children will learn age-appropriate mathematical skills including:
 - Number sense and recognition.
 - Counting and quantifying.
 - Shapes and patterns.
 - **Scientific Thinking** - Children are encouraged to learn about their environment through activities designed to foster the following skills:
 - Observation and asking questions.
 - Describing and predicting.
 - Using tools to develop critical thinking and improve sensory integration.
 - Planning and recording investigations.
 - **Arts** - Children will gain appreciation for the arts through:
 - Using art to express their imagination and creativity.
 - Incorporating music into their classroom routines.
 - Experimenting with various art materials.
 - Exploring sensory and gross motor activities.
 - **Physical Skills** – Children will develop fine and gross motor skills through age-appropriate activities and play such as:
 - Water play.
 - Dancing to music.
 - Outdoor/Indoor activities and games with assorted sports equipment.

- Teachers in the Preschool Classes will work with children to help them further develop their social, cognitive and language, mathematical, scientific, artistic, and physical skills.
 - **Social Skills** - Children will further develop their ability to interact with their peers and teachers through:
 - Engagement in solitary and parallel play.
 - Participation in group activities.
 - Adjusting to classroom routines and following directions.
 - Learning to play well and empathizing with others.
 - Developing appropriate manners and respect for others.
 - **Cognitive and Language Skills** - Children will enhance their listening and speaking skills as well as pre-reading and writing skills including:
 - Understanding and following directions.
 - Communication and sharing ideas with their peers and teachers.
 - Expanding their vocabularies and improving sentence structure.
 - Phonics skills, including letter and sound recognition.
 - Phonemic awareness.
 - **Mathematical Skills** - Children will learn age-appropriate mathematical and problem-solving skills including:
 - Counting and quantifying.
 - Recognizing and sequencing patterns.
 - Identifying and sorting simple shapes and objects.
 - Measurement and comparison.
 - **Scientific Thinking** - Children are encouraged to learn about their environment by observing, asking questions, and drawing conclusions through activities such as:
 - Planting and gardening.
 - Water play.
 - Experimentation with various materials.
 - Predicting and recording information using drawings, maps, and charts.
 - **Arts** - Children will gain appreciation for the arts through:
 - Using art to express their imagination and creativity.
 - Incorporating music into their classroom routines
 - Experimenting with various art materials.
 - Exploring sensory and gross motor activities.
 - **Physical Skills** - Children will develop fine and gross motor skills through age-appropriate activities and play such as:
 - Water and dramatic play.
 - Dancing to music.
 - Outdoor/Indoor activities and games with assorted sports equipment.
- Teachers in the Junior Kindergarten Class will work with children to help them further develop their social, cognitive and language, mathematical, scientific, artistic, and physical skills.
 - **Social Skills** - Children will further develop their ability to interact with peers and teachers through:
 - Participation in group activities.
 - Adjusting to classroom routines and following directions.
 - Developing independence, self-confidence, and self-efficacy.
 - Learning to play well and empathizing with others.
 - Developing conflict resolution skills.
 - Understanding appropriate behavior and social cues.
 - **Cognitive and Language Skills** – Children will enhance their listening and speaking skills as well as pre-reading and writing abilities including:
 - Conversing, group discussions, and literacy.
 - Enhancing vocabulary to include sight words and improving sentence structure.
 - Sharing ideas and asking inquisitive questions.
 - Predicting and re-telling story sequences.



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- Phonics skills, including letter recognition and sound recognition.
- Phonemic awareness.
- Developing early writing skills using letters and letter-like symbols.
- **Mathematical Skills** - Children will learn age-appropriate mathematical and problem-solving skills including:
 - Counting and quantifying.
 - Basic understanding of addition and subtraction.
 - Recognizing, sequencing, and creating patterns.
 - Sorting and ordering geometric shapes and objects.
 - Understanding and implementing positional words.
 - Measurement and comparison.
 - Comprehending the concept of time including seasons, months, and days of the year.
- **Scientific Thinking** - Children are encouraged to learn about their environment through observation, asking questions, and drawing conclusions through activities such as:
 - Observing life cycles.
 - Planting and gardening.
 - Caring for and maintaining animals and aquatic life.
 - Experimentation with various materials.
 - Predicting and recording information using drawings, maps, and charts.
- **Arts** - Children will gain appreciation for the arts through:
 - Using art to express their imagination and creativity.
 - Incorporating music into their classroom routines.
 - Experimenting with various art materials.
 - Exploring sensory and gross motor activities.
- **Physical Skills** – Children will develop fine and gross motor skills through age-appropriate activities and play such as:
 - Water and dramatic play.
 - Dancing to music.
 - Outdoor/Indoor activities and games with assorted sports equipment.

Non-Discrimination Policy:

Roulhac's Preschool and Childcare does not discriminate based on gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs, and activities generally made available to students at Roulhac's Preschool and Childcare.

Licensing Agency:

Roulhac's Preschool and Childcare is licensed by the Tennessee Department of Human Services and has consistently earned the highest rating of Three Stars.

Prohibitions:

1. Smoking, vaping, e-cigarettes, and alcohol are not permitted on the premises or on the playground.
2. Firearms and other weapons are not permitted on the premises or on the playground except in the possession of law enforcement officers.

Priority Information Packets:

The forms in the Priority Information Packet must be completed online by a parent or guardian, signed, and submitted before your child's entrance into the program. These forms are required by the Department of Human Services and Shelby County Health Department.

All notes requiring your signature/acknowledgement must be signed and submitted to school immediately upon receipt, whether emailed for digital signature or hand delivered.

Additional Required Forms:

Roulhac's Preschool and Childcare requires a valid copy of your child's current Immunization Certificate signed

by a health care provider always on file. It is your responsibility to bring in your child's updated Immunization Certificate before it expires. A child will not be allowed to attend with an expired Immunization Certificate. A copy of your child's birth certificate is also required. Both forms must be submitted prior to entrance into the program.

Roulhac's Preschool Hours of Operation:

The center is open from 7:00AM to 6:00PM, Monday through Friday. Children cannot be left earlier or kept later. A late fee will be imposed for children kept past 6:00PM.

All children MUST be dropped off no later than 9:15am. Arrivals after this time are disruptive to the classroom's structured schedule and will not be allowed. The only exception will be doctor appointments, occasional needs, and emergencies. You must notify the director of changes to drop off time, in advance, by email or phone. If you arrive after the 9:15am cut off time, you will be required to sign a late drop-off book. After the third time, the cut off time will be enforced unless you have a doctor's note in hand or have received permission for late drop-off by the director or assistant director.

Late Pickup Fees:

\$5.00 per minute, the first five minutes.

\$2.00 per minute until pick-up.

The Late Pick-Up fees must be paid upon pick-up directly payable to the caregiver who stayed late with your child. Any late fee remaining unpaid after 3 days will result in suspension of your child until the Late Fee is paid.

Tuition & Curriculum Fees:

Tuition is due in advance, whether paid monthly, bi-monthly, or weekly.

- **Annual:** Tuition paid in full for the academic year on or before August 15th. 5% Discount on tuition.
- **Semester (1/2 of Academic Year):** Due on or before August 15th and December 15th. 2.5% Discount on tuition.
- **Monthly:** Due on the 25th of each month prior. A late charge equal to 10% of the current monthly tuition will be added to any unpaid accounts on the 5th of the month. An additional \$5 per day late fee will be added each day if tuition remains unpaid after the 5th of the month.
- **Bi-Monthly:** Half due on the 25th of the prior month and 10th of the current month. A late charge equal to 5% of the current monthly tuition will be added to any unpaid accounts on the 5th and the 20th of each month.
- **Weekly:** Due on Monday of each week. A late charge of \$20.00 will be added to any unpaid account on Friday.

Tuition payments may be submitted by credit card, check, cash, money order, or cashier's check. Auto draft payments may be set up by Credit Cards or Electronic Check. A credit card processing fee of 3.75% will be assessed on all credit card payments. Electronic check payments are a fee free option.

The \$100 Registration Fee is an annual fee due with the Enrollment Contract to secure your child's spot for the coming up school year. All annual Curriculum Fees are due with your August tuition payment. An annual Summer Activity Fee is due with your June tuition payment.

There will be no tuition allowances made for illness, vacations, holidays, religious beliefs, acts of nature, or any other reason. Our budget remains consistent throughout the year; therefore, we rely on specified tuition to be paid each month to meet our expenses. For those children enrolled throughout the summer months who were either not attending during the School Year and/or will not be continuing in the Fall, tuition will be based on the number of weeks throughout the summer months.

Past Due Accounts & Returned Payment Fee:

Any account carrying an unpaid balance past the 1st of the month will be assessed a \$25.00 late charge. In addition, if the past due amount of the account is equal to or exceeds the amount of the current monthly tuition, your child will be suspended effective the 5th of the month. Suspension will remain in effect until account balance is up-to-date or payment arrangements have been made with the director. Any account 60 days past due will be subject to collection. You will be responsible for collection fees, attorney fees, and court costs. A \$35.00 fee will be added for any returned form of payment. You must replace the returned payment amount plus the \$35.00 fee with cash, cashier's check, or money order within three business days. Accounts will be



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placed on a cash only basis after the second occurrence.

To propose an exception to the tuition schedule, a parent must plan with the director by writing a letter of explanation with an alternate payment plan. This plan must be accepted by the director prior to any changes. Outstanding balances must be paid before your child is guaranteed a spot for the upcoming school year.

Discounts & Account Credits:

Roulhac's Preschool and Childcare offers discounts and credit on tuition.

- **Sibling Discount** - 10% off the oldest child's tuition.
- **Alumni Discount** - 10% off tuition.
If you qualify for both discounts, the Alumni Discount will be applied at 5%.
- **Customer Referral Credit:**
1st Customer = \$50.00
2nd Customer = \$75.00
3rd Customer = \$100.00
4th Customer = \$125.00
All referrals beyond the 4th Customer will receive \$150.00 each.
*The Customer Referral Credit is applied to your account after one month's tuition has been received from the referred family.

Annual Registration:

Annual registration takes place mid-January for returning families. Open enrollment begins April 1st. There is no guarantee of re-enrollment if the Enrollment Contract and Enrollment Fee for your child has not been submitted in a timely manner. All Enrollment Fees are non-refundable.

Enrollment:

Roulhac's Preschool and Childcare offers a year-round program. The readiness program operates mid-August through May for a total of forty-two weeks during the academic terms of fall and spring. A ten-week summer program begins the Tuesday after Memorial Day through the second week of August. A child enrolled for the School Year term who opts out for summer will not have a guaranteed space to return prior to the start date of the upcoming School Year. All required enrollment forms must be submitted to the office before the child can attend the program.

Waitlist Procedures:

Roulhac's Preschool and Childcare maintains a waiting list of families once our licensed capacity is reached. Parents are encouraged to submit the Prospective Student Information Form upon receipt after speaking to the director or assistant director, as well as setting up a time to visit. The child's name and information are entered on the waiting list according to the date of the submitted Prospective Student Information Form. Once space is available, families will be contacted by the director or assistant director and/or given an official start date. A waitlist will be formed when full enrollment has been reached in the classroom.

- The number of children in the daycare is governed by the Tennessee Department of Human Services Regulations.
- Children are accepted into the daycare on a first come basis.
- Siblings of children already enrolled receive first priority.
- Alumni's children receive second priority.
- Returning families who have had a child previously enrolled receive third priority.
- Community children are accepted thereafter.
- The child's name and information are entered on the waiting list according to the date of the submitted Prospective Student Information Form.
- When an opening occurs, the director or assistant director will contact the parents or guardians of the first child on the waiting list by telephone or email.

Children will be removed from the waitlist upon the following reasons:

- Request of the parents or guardians.

- Child is over 48 months of age.
- Family is unreachable by phone or email.

Withdrawal Procedures:

A two-week written notice of your intent to remove your child from the center is required. Your child is enrolled for the duration of each month. You are responsible for each month's tuition in its entirety until a written withdrawal notice is received. Upon receipt of written notice, monthly tuition charges will stop effective two weeks from the date of the notice. Any account remaining unpaid will continue to incur late charges until the account is paid in full. All accounts paid in full after withdrawal will be closed.

Dismissal Policy:

The director reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition.
- Not observing the rules as outlined in the Roulhac's Preschool & Childcare Policy Handbook.
- Child has special needs that Roulhac's Preschool & Childcare cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent/guardian or child.
- Expired or non-immunizations and/or physical.

Sign In/Out Procedures:

Legibly printing and signing your child in and out with FIRST and LAST name (no initials) daily on the Sign In/Out sheet is required of each person who brings and picks up your child. This is required by the Tennessee Department of Human Services. It is the transfer of responsibility of your child to the teachers of your child's class.

Drop Off & Pick Up Procedures:

For safety reasons, the south doors will always be locked. Do not come to the south doors for drop off or pick up. Use the north doors (playground side) at drop off and pick up. Do not leave your children, purse, or keys in your car, nor leave your car idling running in the parking lot during drop off or pick up times. In the event of bad weather, you may pull around to the east side of the preschool building and parallel park alongside the blue dumpster. A covered walkway leads up to the glass door entrance on the north side (playground side). Entrance will only be allowed through the Lobby doors, not the outdoor classroom doors.

Children and teachers will be the only people allowed to enter the building prior to 2:30pm, unless there is a legitimate need for the parent to enter.

- Children will enter through the north door (playground side) that leads directly into the lobby area at drop off. No other entrance will be used. Parents/guardians will be allowed to enter the building between the hours of 2:30-6:00pm, by using the key fob assigned to them.
- You will sign your child in or out, as described above under Sign In/Out Procedures.
No child will be allowed to leave Roulhac's Preschool and Childcare with anyone outside of the parent/guardian, or someone listed on the child's Pick-Up Authorization Form unless a call or note has been received from the parent/guardian giving name and description of the person picking up. This person MUST be prepared to show pictured identification. If there is any concern, the staff of Roulhac's Preschool and Childcare reserves the right to deny a person's request to pick up a child. Siblings under the age of 16 will NOT be allowed to sign a child in or out. Should there be any change in circumstances during the year, we must be notified in writing immediately.

Security System & Key Fob Rules/Guidelines:

Upon enrollment, you will be required to submit a Security System & Key Fob Agreement. Below is a list of rules and guidelines to follow:

- For security reasons, your family will be limited to 4 Key Fobs, one of which will be FREE. If you are needing additional Key Fobs, each additional will cost \$15.
- Each person receiving a Key Fob MUST be listed above and ONLY use the Key Fob assigned to them. Key Fob assignments will be listed inside the envelop with your Key Fobs when issued.
- The Security System is set to record your name and time of entry whenever your Key Fob is scanned. This



Security Feature creates a record of EVERYONE entering the building.

- The door **MUST** close completely behind you when you enter the building (it moves slowly!). If you see another person approaching the door **DO NOT** hold the door open.
- **DO NOT** hold the door open for anyone to enter when exiting the building.
- Access to the building by your Key Fob is granted between the hours of 2:30pm and 6:00pm.
- The green EXIT button is there for exiting use only. **DO NOT LET YOUR CHILD PRESS THE GREEN EXIT BUTTON WHENEVER YOU EXIT THE BUILDING!!** Doing this teaches your child how to unlock the magnetic lock on the north doors, giving access to exiting the building just by pushing the door.
- The security system has been installed for your child(ren)'s safety, so please help keep our building secure.

Parenting Plans & Custody Orders:

If a parenting plan exists, a copy of this plan **MUST** be submitted for your child's file. If there is a situation that requires a specific person to not pick up and/or visit your child while at school, you must notify Roulhac's Preschool in writing of this situation. However, until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. Roulhac's Preschool and Childcare must be notified immediately of any changes in custody orders. Certified custody orders must be submitted to the school office. This court documentation will be kept in your child's file in the school office.

Illnesses:

You are the best judge of your child's health, and we trust you will not bring a sick child to school. While in our care, if your child is thought to be ill, displays an unknown rash, or acts out of character, your child's teacher will consult with the director, and you may be called to come pick up your child. If you are called, you are expected to pick up your child immediately. We realize that it is difficult for working parents to keep their children home, but exclusion will help prevent contagion and promote the health and safety of your own child.

The following criteria will be considered in determining if you are called to come pick up your child:

- **Unknown rash.**
 - Unknown rash will need to be seen by a physician and the child can return to school by written recommendation made by the doctor. A doctor's note is required.
- **Fever (axillary reading) of 99.6 or higher.**
 - The child must be fever free for 24 hours (72 during a pandemic) without the aid of fever reducing medications.
- **Diarrhea (more than 2 loose, watery stools).**
 - Consideration will be taken if your child is allergic to certain food/drink products or on medications. The child may return when bowel movements are normal, and no other symptoms of illness are present.
- **Vomiting.**
 - The child may return 12 hours after the last time vomiting and no other symptoms of illness are present.
- **Crying and irritable for a long period of time, or not eating or drinking normally.**
 - Anytime a child is not themselves, cannot be soothed by a teacher, requires one-on-one care, complaining about discomfort, or not interacting with the class is reason to take a day and spend time in the comfort of their own parents' arms.
- **Highly contagious conditions.** You must notify Roulhac's Preschool if your child has been diagnosed with a communicable illness.
 - Conjunctivitis: Child must be on prescription eye drops for 24 hours prior to returning to school.
 - Head lice: Child must be completely nit free to return to school.
 - Hand Foot and Mouth: If 2 of the 4 major regions show signs, you will be called to pick up ASAP. Child must be fever free and sores scabbed over to return to school.
 - Strep Throat: Child must have taken antibiotics for no less than 24 hours and be fever free.
 - Chicken Pox: Child must be fever free and sores scabbed over.
 - Mumps, Pin Worms, Impetigo, etc.: Follow doctor's method of treatment and Shelby County Health Department recommendations.

Absences:

Regular attendance is important to your child's preschool experience. If your child is going to be absent, call or email the school office.

Medication at School:

Nonprescription medications, as well as prescription medications, will only be administered after a parent has submitted a completed, signed, and dated the "Permission to Administer Medication Form" to the staff. The parents must provide the medication. All medications received will be locked up while in school and taken home at the end of each day. Prescription medications must be given to staff members in the prescribed bottle from the pharmacy with your child's name and complete instructions as prescribed by health care provider on it. Over the counter medication must be given to staff members in the original bottle or packaging, clearly marked with your child's name and complete instructions must be given on the medication form as to times and dosage. **DO NOT LEAVE ANY MEDICATION IN YOUR CHILD'S LUNCH BOX OR BACKPACK.** Roulhac's Preschool and Childcare will not administer any "first time" dosage of a prescribed or over the counter medication. Fever reducing or cold medications will not be administered to any child while at school. If Tylenol (or any other fever reducing medication) is required for mild pain management, a note from a doctor must be submitted stating the condition for which it has been prescribed. If you are unable to obtain a note from the doctor, you may contact the director or assistant director to discuss why the pain management medication is needed. The director or assistant director will make the decision as to whether the pain management medication will be allowed to be administered while at school.

Roulhac's Preschool and Childcare does not have a nurse or medical professional on staff. The director may refuse to administer shots, perform medical procedures, or admit medically fragile students to Roulhac's Preschool and Childcare. The staff is not trained to administer breathing/nebulizer treatments. A parent is welcome to return to school at the given hour to administer treatments.

The Priority Information Packet will include a "Nonprescription Release Form" for all other applications such as diaper wipes, sunscreen, soap, etc. and will be signed upon enrollment. Any nonprescription products must be provided by the parent.

Pandemics:

Roulhac's Preschool and Childcare policies will be adapted and followed during any pandemic period. Center for Disease Control, Shelby County Health Department, and the Tennessee Department of Human Services guidelines and recommendations will be followed. Response will include, but not limited to, monitoring symptoms in staff and children, practicing social distancing, practicing proper hygiene protocol, implementing any new safety equipment, isolating staff and/or children infected, decreasing class sizes, and transparent communication with families and regulating agencies.

Injuries & Accidents:

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, an "Incident Report" would be completed by the closest adult and signed by the Director, Assistant Director, or appropriate person. You will be asked to sign the form upon arrival and receive a copy of the report. A parent or guardian will be notified by a phone call regarding any injury involving bumps to the head, bleeding, or requiring medical treatment that occurs while your child is in our care.

Emergencies:

Roulhac's Preschool and Childcare staff have First Aid and CPR training, which is routinely updated. In the event of an emergency concerning your child, the school will first contact you, the parent, and then, if necessary, the backup emergency contacts. If the emergency requires immediate medical care, we will call for an ambulance while we are contacting you. Throughout the year, please notify the school of any phone number changes for you or your emergency contacts, including work and cell numbers.

Discipline Policy:

Roulhac's Preschool and Childcare uses the term "Guidance" for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make



responsible choices and accepting the consequences of such choices. Guidance takes several forms within our school.

- **Environment** - A place designed for children. Each classroom is age-appropriate in furniture size, large and small manipulatives, and supplies required for hands-on experiences.
- **Logical Rules** - Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed (age appropriately) with the children as well as why such rules are needed.
- **Curriculum** - Is developmentally appropriate, based on children's interest and level of readiness.
- **Positive Behavior** - We reinforce the behaviors we wish to see repeated.
- **Redirection** - Often, interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.
- **Positive Reminder** - Telling the children what we want them to do rather than using "no" and "don't".
- **Renewal Time** - Also referred to as "Time Out". Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider alternate behavior.

Difficult Behavior - We will make every effort to work with parent/guardian to ensure a cooperative approach for children having difficulties with behavior. A parent may be called at work or home at any time a child exhibits uncontrollable behavior that cannot be modified by the staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting the emotional or physical wellbeing of another child or an adult.

- **Initial Consultation:** The director or assistant director may request that the parent/guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the director or assistant director, teacher, and parent/guardian.
- **Second Consultation:** If the initial plan for helping the child fails, the parent will again be asked to meet with the director or assistant director, and teacher involved. Another attempt will be made to identify the problem, and establish a new, or revised approach for solving the problem. Parents may be asked to consult outside professionals or bring in behavioral specialists to help identify the problems or provide new strategies for Roulhac's Preschool and Childcare to continue care. Our goal is to work as a team to better serve the child.
- **Disenrolled:** When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from Roulhac's Preschool and Childcare at the discretion of the director or assistant director.

Biting Behavior:

Biting is a very common behavior among children birth to three years of age. We believe that by understanding the developmental stages of the children in our care and their individual needs, we can prevent many biting behaviors by adapting the environment. This could mean adding or replacing toys and materials, rearranging furniture, adjusting the schedule or routine, adjusting the teacher's approach, providing new and different opportunities, etc. We know that even with all our knowledge of child development, that many things can contribute to this behavior and that we may not be able to prevent all occurrences. We understand that children biting other children is one of the most common and most difficult behaviors to deal within group childcare settings because of its effect on everyone involved, which is magnified due to the severity of the injury that can occur. It can occur without warning, can be difficult to defend against, and, understandably so, provokes strong emotional responses in the biter, the victim, the families, and the caregivers involved. For many toddlers, the biting stage is just a passing phase, many times as a form of communication as they are in the process of learning appropriate social behavior. For other children, biting can be a persistent and chronic problem. This and other challenging behaviors may occur for a variety of reasons: teething, frustration, boredom, developing language skills, stress or change in the environment, a need for emotional release, feeling threatened, or feeling a sense of power.

To alleviate some of the triggers for biting, our staff maintains the following practices that research has shown to help prevent incidences of biting.

- **Quality Relationships:** Staff develop nurturing relationships with the children and get to know each child individually. Staff are given many opportunities for professional development to help learn ways to build quality relationships with the children.
- **Environmental Influences on Child's Behaviors:** Children are given opportunities to work individually and in both small and large groups. There is a variety of engaging work available, appropriate behaviors are modeled by the teachers, who maintain an environment that is cohesive and productive which can be very calming to a struggling child. Staff are trained to be very aware of and willing to help a child that is feeling overwhelmed.
- **Targeted Social-Emotional Supports:** Children have a daily routine that they follow which allows for freedom and the opportunity to meet their individual needs. Children learn early how to navigate classroom transitions in a way that helps them build confidence and alleviate stress. Adults discuss emotions/feelings through books and other work and teach strategies to help children learn to calm themselves.

The steps below are followed consistently to prevent biting and other aggressive behavior and to keep all the children in the classroom safe and ensure that everyone's needs are met:

- **Action Plan Before Biting Occurs:**
 - Create an environment which meets the developmental needs of the children. Monitor and supervise all children while working and/or playing. Observe and take thoughtful notes regarding the behavior and development of all children in our care.
 - Redirect in situations where any physically aggressive incident may occur. Closely observe the children in question and determine possible causes, make changes in response.
 - Maintain an environment that elicits calm, thoughtful behavior.
- **If A Child is Bitten:**
 - The biter is calmly removed from the area, using simple words such as "biting hurts," and taken under direct supervision by a staff member for the remainder of the day.
 - A second staff member immediately attends to the child who was bitten comforting him/her and applying first aid as needed. The parents of both children are contacted immediately, and an incident report is filled out for the child who was bitten, a behavior report for the child who bitten, and each parent will sign off on these reports at pickup that day.
 - We will avoid any immediate response that reinforces the biting. Caring attention will be focused on the child who was bitten.
 - The biter will then be shadowed by a staff member and any other attempts at biting, or any other harmful behavior will be stopped as they occur. The child will be talked to on a level which he/she can understand. The child will be redirected to other areas of play/activity and staff will closely monitor, supervise and observe this child to determine possible causes of the behavior. Notes will be taken and filed in the behavior log.
 - Classroom staff will report all incidents to the Director/Assistant Director immediately to review the context of the biting incident, whether adequate supervision was present and whether the environment contributed to the biting incident. Classroom staff will meet with administration to determine the cause and discuss preventative measures to be implemented immediately.
- **If Biting Continues:**
 - Classroom staff will meet with administrators on a routine basis for advice, support and strategy planning.
 - A teacher conference will be held with the parents of the child who is biting to discuss the situation in detail. The goal of the conference is to determine whether any changes need to be made in the classroom or at home. A written plan of action on the Behavior Intervention Plan form should be produced and carried out, signed by all adults providing care for the children involved. This may include babysitters, nannies, substitute teachers, etc. This ensures that all adults are on the same page and that the children are receiving consistent responses to their behaviors.
 - Staff will note and chart every occurrence, including attempted bites, and indicate location, time, other children involved and their behaviors, staff present, and circumstances in the



- behavior log.
- Staff will shadow children who indicate a tendency to bite to head off biting situations before they occur, teach non-biting responses to situations and reinforce appropriate behavior.
 - Administrators and teachers will work together to adapt the program to better fit the needs of all the children in the classroom.
 - Staff will work together as partners with the parents of both biting children and children who have been bitten to keep all informed and develop a joint strategy for change.
 - In cases where staff or parents feel any child has a special need or is exhibiting behavior beyond normal development, the child will be recommended for a developmental evaluation by a trained therapist. Parents should provide documentation of the evaluation to the school and follow up with recommendations from the therapist as needed.
- **"Soft" Suspension Policy:**
 - If a child bites two times in one hour, a parent or guardian is contacted immediately to come pick up the child for the remainder of the school day.
 - If a child has three documented bites, they will be placed on a "soft" suspension 9:00am-4:00pm schedule. This schedule allows for Roulhac's to ensure two teachers are always present allowing us to shadow the concerning behaviors in hope to prevent further incidents from occurring. During this time, the child will be sent home immediately if there is any biting incident. The child will remain on this "soft" suspension schedule until they have gone two weeks (ten full school days) with no further attempts or bites.
 - Once the child resumes their regular schedule the staff will continue to closely monitor the child's behaviors. If the child reverts to aggressive/biting behaviors, they will immediately resume the restricted hours of "soft" suspension previously stated above.
 - Expulsion/withdrawal of a child from our program will only take place if it is deemed in the best interest of the child exhibiting biting behavior, the integrity of the school, and the other children enrolled. If the teachers have exhausted all efforts and a parent is uncooperative with the action plan or shows a lack of support or effort for their child or the school's efforts, Roulhac's maintains the right to withdrawal the child from the program. If the behavior is consistent and all parties are unable to come up with the needed support and solution for the problem, the child may be withdrawn from the program.

Helpful resources are available for Common Toddler Biting Behaviors upon request.

Expulsion & Suspension Policy:

Roulhac's Preschool and Childcare focuses on fostering social emotional development and responding to challenging behaviors by incorporating positive discipline practices and policies before ever considering expulsion or suspension from early childhood programs.

- **Guidance for Prevention of Expulsion and Suspension**

To prevent expulsion and suspension of children, Roulhac's Preschool & Childcare shall adopt the following, in policy and practice, and in a consistent and non-discriminatory manner:

 - Use developmentally appropriate practices that provide for stimulating and interactive learning environments, diversity, age-appropriate expectations, small group activities, teachable moments and knowledge of research-based evidence and best practices in child development, early learning, and education.
 - Invest in professional development, training, and education to ensure educators have the competencies to support children's social and emotional health.
 - Develop and implement classroom schedules that meet the needs of the children.
 - Adapt learning environments to promote healthy social interactions with others.
 - Develop healthy and nurturing relationships with children.
 - Develop strong partnerships and relationships with parents.
 - Develop and implement classroom expectations that are developmentally appropriate, clear, and consistent.
 - Provide family engagement opportunities.
 - Ensure fairness and equity.

- Other Options Prior to Expulsion
Prior to the expulsion of any child from this program, Roulhac's Preschool & Childcare will follow these guidelines:
 - Reduce the number of days or amount of time in care for a specified amount of time.
 - Conference with parents to discuss positive behavior interventions and development of goals.
 - Document efforts to prevent and reduce expulsion.
- Transition Procedures
 - Provide reasonable accommodations.
If an expulsion must occur, Roulhac's Preschool & Childcare will assist the child and family in transitioning to another program by identifying and engaging mental/behavioral health consultants and community resources to assist in determining the most appropriate placement for the child.

Developmental Monitoring Checklists:

Roulhac's Preschool and Childcare creates a Developmental Profile for each child, approximating his/her developmental milestones across each emotional and social domain. Developmental monitoring is tracking when or whether a child reaches the milestones that are expected by his/her age. Doing so provides important information about a child's developmental health.

Monitoring developmental milestones using a simple milestones checklist helps teachers and parents know what skills are typical at their children's ages and what to expect next. It also helps to know when to act if they have a concern or if there are signs of possible developmental delay or disability, so the parents and their children can get the services and support they need as early as possible.

Parents know their children best. If a child is not meeting the milestones for his or her age, or if Roulhac's Preschool and Childcare teachers or a parent think there could be a problem with a child's development, it is important that the child be referred to their primary healthcare provider or another program for developmental screening and follow-up. One program we recommend is the Tennessee Early Intervention Services (TEIS). It is a voluntary program that offers therapy and other services to families of infants and young children with developmental delays or disabilities. Services are provided at no cost to families. TEIS is critically important to supporting the development of Tennessee children with disabilities and developmental delays as they prepare for school. More information is available upon request.

Speech-Language, Occupational, Physical, Behavior Therapy/Observations:

Once a year, Roulhac's Preschool and Childcare offers a Speech Screening for children ages 3 by Janna Hacker & Associates at no cost to families. They offer other numerous services. Most times, if schedules permit, therapy sessions with JHA are arranged to be done on Roulhac's Preschool and Childcare premises. Occasionally, therapists will visit a child in the classroom for observation.

Throughout the year, the Tennessee Department of Human Services will make announced and unannounced visits. Many times, these visits require observations in the classroom. Training for teachers may also require classroom observations.

Parent-Teacher Conferences:

Parent-teacher conferences are held once a year in the spring to discuss your child's progress and any other issues of concern to both parents and teachers. Teachers complete developmental progress reports for each child. If they wish, parents or teachers are welcome to schedule additional meetings at any time.

The purpose of progress reports and conferences is to identify the children's interests and needs, to improve curriculum, to adapt teaching practices and the environment, as well as to plan for program improvement.

Lunches & Nutrition Guidelines:

Due to the lack of licensed facilities, a lunch program is not offered; therefore, parents provide lunch. We strongly feel that good food both benefits your child's health and positively influences their energy while at school. When packing your child's lunchbox, pack only food that has nutritive value and does not contain sugar as a primary ingredient and please keep this in mind when choosing snacks for your child's class. Avoid sending new, unfamiliar foods.

It is important that every child eats nutritious meals while in our care. We understand that finding foods that



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your child will eat can be a challenge; therefore, we are providing some healthful suggestions:

- **Vegetables** - Please provide at least one vegetable with your child's meal. Suggestions include carrot sticks, celery with cream cheese, peas in a pod, sweet pepper slices, cucumbers, tomatoes, broccoli or cauliflower trees, and salad greens. These items may be eaten cold and are also tasty when dipped in your child's favorite salad dressing.
- **Fruits** - Please provide at least one type of fresh or dried fruit. Fruit rollups and chewy fruit snacks are not considered fruits. Apples, oranges, mango, peach, avocado, kiwi, watermelon, and cantaloupe are favorites with the children. They also enjoy strawberries, raspberries, grapes, cherries, and blueberries. Be sure to cut the fruit in quarters for children under four to prevent choking.
- **Main Courses** - These should include grains (bread, pasta, rice, etc.) and protein (beans, tofu, tempeh, meat, fish, eggs). Children in our program have enjoyed many foods from simple sandwiches to sushi. Some children prefer small amounts of many foods to a larger portion of one food. Ask for suggestions if you are having trouble finding something your child will eat.
- **Other Snacks** - Crackers, yogurt, pretzels, sesame sticks, edamame, dried cereal (non-sugared), additional fruits and vegetables, cheese cubes or sticks, pickles, granola bars, etc.

Please limit your child's consumption of the following foods: Pop Tarts, Jell-O, sugary granola and cereal bars, chips, etc. Most children make these items the focus of their meal and refuse to eat their more nutritious foods.

Heat-Ups: Microwaves are available for heat-ups in the Toddler and Begingergarten Classes only. Please limit sending in foods that need to be warmed. Select foods that your child is willing to eat cold. Include a drink for your child to have while eating lunch. Be sure your child's lunchbox is labeled with the child's name. Remember to send in any disposable utensils your child may need for his/her lunch. Use plastic containers only for storing foods or drinks in lunchboxes. No glass, please. We are required to throw away all unlabeled and/or unclaimed containers at the end of the day.

Refrigeration: Small refrigerators are available in the Toddler and Begingergarten Classes only. Cool packs are available in the stores and when kept in lunchboxes, food is kept at a cool temperature.

IMPORTANT: Your child will not be allowed to bring breakfast in the mornings to eat at school, as the required meal supervision by your child's teacher is not available during arrival times. The teacher will not be able to properly supervise a child eating breakfast and the children that have arrived and are playing in the classroom. The Department of Human Services requires the teacher to supervise a child while eating by sitting with the child during the meal, promoting the children's safety by discouraging activities that can lead to choking.

Peanut/Nut Free Campus:

Roulhac's Preschool and Childcare is a Peanut/Nut Free Campus. It is important that there is strict avoidance of this food to prevent life-threatening allergic reactions and provide a safe school environment for those children who have severe allergies to peanuts and/or nuts. Any exposure to these foods may cause a life-threatening allergic reaction that requires emergency medical treatment. Do not send your child to school with products containing peanuts or nuts. We do allow WOWButter or SunButter, both of which are readily available at all your local grocery stores. Be sure to check all Lunchables for Reese's Peanut Butter Cups and Butterfingers, as some Lunchables include these items.

Diapers & Potty Training:

Parents supply all diapering supplies. You will be asked to bring in a package of diapers for your child. When your child's supply is running low, the teacher will write a note on your child's Daily Report. A box of wipes will be requested monthly. If your child uses special wipes, please be sure to let your child's teacher know.

Our Begingergarten teachers are experienced in training young children in how to use the bathroom. Your child may show signs before they enter our Begingergarten Classes mid-August, but unfortunately the Toddler Classrooms do not meet special classroom requirements made by the Department of Human Services of having a bathroom attached to the classroom. Please, do not ask for potty training exceptions to be made in the Toddler Classrooms. Begingergarten Class is where potty training begins at Roulhac's Preschool and is the age where most children begin to show tell-tale signs that they are ready. Here are some things to look for:

- Your child will tell you when their diaper is dirty.

- Your child will tell you right before or while they are going that they are going.
- Their diaper stays dry for about two hours at a time during the day.
- Bowel movement comes at regular times.
- Your child will typically stay dry through the night.
- Your child may show an interest in the toilet and an interest in underpants.
- Your child may take off wet diapers themselves because they are uncomfortable.
- You may notice your child making a face before peeing or pooping.
- You may also notice that your child is more independent, wants to do things themselves or do them their own way, and probably enjoys some alone time.

It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful.

We recommend that when in training, your child be dressed in “user-friendly” clothing. Overalls, zippers, and snaps are difficult for small children to manage... especially in a hurry! While potty training, parents are to provide lots of extra clothes, as accidents will happen. Label all extra clothing with your child’s name.

All children entering the Preschool Classes must be fully potty trained. It is important that your child achieves the potty-trained milestone in the Begindergarten Class to move up to the Preschool Class mid-August. If your child is not fully potty trained by this time, he/she will not be able to start in the Preschool Class. Please note: There will not be a spot available for your child to stay back in the Begindergarten Class after the new school year starts in August, as all the Toddlers enrolled move up to the Begindergarten Classes, along with a few children from the waiting list who are told in May prior to the August start that a spot is available. Therefore, it is extremely important that all children in our Begindergarten Classes planning to stay at Roulhac’s Preschool and Childcare for the upcoming Preschool Class successfully achieves the potty-training milestone in the Begindergarten Class.

Clothing:

All children in all age groups are required to have a change of clothes including labeled underwear, socks, pants, and shirt that are appropriate for the seasons. Because of our wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. If clothing becomes soiled, it must be taken home and replaced the next day with clean clothing. If your child’s clothes become soiled and we do not have a change of clothes for your child, you will be called to come for your child. If we send your child home in a set of clothes that do not belong to them, you must return them clean the next day.

All children must wear closed toe shoes to school. Make sure your child is wearing shoes for easy movement. Flip flops, high heel shoes, and slick-bottom shoes often cause children to fall when walking inside, running outside and can limit their play when wanting to climb on playground equipment and are not allowed. Children in the older classrooms (Begindergarten, Preschool, & Jr Kindergarten) should be able to manage their shoes on their own. Girls should wear shorts or bloomers under dresses.

Toys from Home:

All the teachers at Roulhac’s understand children want to share their toys and new possessions with their friends. We ask that your child’s toys from home not be brought to school. Our classroom materials and supplies are selected for their developmental and educational merit. When toys are brought in from home, the focus changes. Sharing is sometimes not an easy thing. Bringing toys into the classroom can create tears and frustration at times. We ask that you help us with this by not allowing your child to bring it to the door at drop-off. Roulhac’s Preschool and Childcare cannot be responsible for lost or broken personal property of any kind.

Naptime/Sheet & Blanket:

Every child must have a sheet to cover their nap mat, as well as a small blanket available for a cover. Label both items with your child’s name. All sheets and blankets will be sent home on your child’s last day of attendance each week for washing. You must bring sheets and blankets back to school on your child’s first day of attendance the following week. This is a requirement of the Tennessee Department of Human Services. Roulhac’s Preschool is in violation when your child is without. Your child will not be allowed to stay at school if these items are forgotten.

Birthdays:



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A child's birthday is a day of celebration for some families, and we will be happy to help make this a special occasion for your child. You may plan with your child's teacher to bring cupcakes or cakes, and/or lunches to share with the class (pizza, Chick-Fil-A, etc.) to celebrate your child's special day at school. If you are wanting to send out Birthday Invites to classmates, we will glad hand them out only if all classmates are included. If you are only inviting a select few classmates, we ask that you do so by email invites, so the other children don't feel left out. The director or assistant director can provide you with an email class list upon request.

Parent Expectations:

- Parents are expected to sign their child in on the child's class list with the arrival time, and a legible printed name and signature. At departure, parents are expected to sign out their child on the class list with the departure time, and a legible printed name and signature. This is the "Transfer of Responsibility" of your child. Keep your child with you when leaving the building.
- To ensure the safety of all children, **do not use a cell phone while driving in the parking lot.** Use extreme caution in the parking lot, looking carefully before backing out. Do not drive more than 5 mi/hr. Hold your child's hand and remain alert. Do not let your child play near the parking lot. Do not leave your child unattended in a parked car in Roulhac's Preschool and Childcare parking lot.
- When you arrive at Roulhac's Preschool and Childcare, please do not sit in your car for an extended length of time before coming to the door to pick up your child. All areas of the parking lot are monitored during the day by staff and cameras at Roulhac's Preschool and Childcare, as well as cameras at Baron Hirsch. If a car is sitting in the parking lot for an extended amount of time, especially if occupied by an individual, it raises suspicion, which may result in a call to the Memphis police department.
- To provide an opportunity for proper communication between parent and teachers, as well as parent and child, during drop off and pick up, we ask that parents do not use their cell phones during these times. Keep in mind your child is very excited to see you at the end of the day and wants/needs your undivided attention.
- Only those persons listed on the Pickup Authorization Form by the parent may pick up a child from Roulhac's Preschool and Childcare. Please remember to keep your phone numbers, pickup list, and emergency information (including allergies) up to date by emailing any changes to the school office. Any person not known to staff will be asked for pictured identification. Roulhac's Preschool and Childcare reserves the right to refuse dismissal to anyone showing evidence of impairment from drugs or alcohol.
- The following are ways to help Roulhac's Preschool and Childcare teachers maintain the best possible teaching atmosphere for your child:
 - Communicate any concerns regarding our program or your child immediately to your child's teacher or the director/assistant director.
 - Read all notices and information emailed by the director or assistant director (including monthly statements information in email) or sent home on your child's backpack, lunchbox, or in your child's folder.
 - Pay attention to your child's papers/projects that are brought home. The work your child does is very important to them and provides another means of communication between parent and child, helping you share in your child's day.
 - Periodically check on your child's supply of extra clothing, ensuring that your child ALWAYS has a seasonally appropriate change of clothes at school.
 - We will only call you in the event of an emergency and you are expected to act accordingly in the assistance needed for your child. If you are asked to come and pick up your child due to illness, or to bring a change of clothes for your child, please do so as soon as possible.
 - Children quickly learn to model behavior. We ask that you govern your speech and conduct with family values while around the children.

Outdoor Play:

Outdoor play is required every day by the Department of Human Services unless weather conditions make it impossible, so dress your child appropriately for outdoor play. Weather permitting, all children will go outside every day. If your child is too ill to go outdoors, chances are your child is too ill to be at school. Do not ask for

your child to stay indoors, as all children in the classes will go outdoors during their playground time. Sunscreen may be applied to children during warmer weather, unless requested otherwise. It would be helpful if you applied sunscreen to your child prior to arriving at school during the warmer months.

Inclement Weather Closings:

Roulhac's Preschool and Childcare follows the decisions made by our surrounding school system, Memphis Shelby County Schools, for the safety of all those involved... teachers, parents, and children. If the Memphis Shelby County Schools close anytime due to inclement weather conditions, Roulhac's Preschool and Childcare will close. You can also check our Facebook page, website, Roulhac's Preschool and Childcare, for weather closing announcements. If inclement weather occurs and Memphis Shelby County Schools are closed (after 2pm) or not in session (holidays), a decision will be made as quickly as possible by the director. Closing notification will be sent out by email, and posted on our Facebook page, and website.

Gold Sneaker Policies:

Policy 1:

Children attending less than a full day program shall be offered a proportional amount of the physical activity time as required by TDHS licensure rules. Physical activity for children ages three years and older must be a balance of structured and unstructured play, both indoors and outdoors (weather permitting) utilizing age-appropriate activities.

Policy 2:

Providers shall provide education (i.e., via parent meetings, provider newsletter articles, sharing of educational video resources, etc.) to families twice each year that addresses the importance of limiting screen time according to current American Academy of Pediatrics policy and the development of a Family Media Plan.

Policy 3:

Children shall not be allowed to remain sedentary or to sit passively for more than 60 minutes continuously, except for scheduled rest or naptime. Childcare director shall take Go NAP SACC Self Assessments (Infant and Child Safety Physical Activity & Screen Time) to compare their physical activity practices to best practice standards.

Policy 4:

Childcare providers must ensure physical activity is a positive experience for children and that it is never used negatively or to control behavior.

Policy 5:

Providers shall ensure appropriate infant and child feeding patterns, including breastfeeding. All educators shall be trained to advocate for breastfeeding, safely prepare expressed breastmilk for feeding, feed infants according to their individual needs, and store expressed breast milk properly. Providers shall publicly display their support for breastfeeding infants and mothers by posting signage or other publicly facing information (i.e., participate in Breastfeeding Welcomed Here through the TN Department of Health or Team Nutrition resources for new and expectant moms about breastfeeding).

Policy 6:

Childcare educators shall ensure appropriate infant and child feeding patterns, including adequate time for snack and meal consumption and age-appropriate portion size. Childcare educators shall provide education to families twice each year (i.e., via parent meetings, provider newsletter articles, sharing of educational video resources, etc.) that addresses nutritional learning experiences, with a focus on adequate time for snacks and meals and age-appropriate portion size. All eating opportunities shall consist of a respect for the child and promotion of a positive attitude toward food. Childcare educators shall apply evidence-based early food preference learning strategies such as introducing healthy foods, repeatedly pairing new healthy food choices with foods children already like and modeling consumption and enjoyment of healthy foods.

Policy 7:

The childcare provider campus shall be free of all tobacco and tobacco-related products, including smoking, smokeless and electronic products. The campus is inclusive of all vehicles used to transport enrolled children, all outdoor spaces, and all indoor locations, whether children are present or not. Childcare employees and volunteers may not use tobacco or tobacco-related products while off-campus at provider-related activities (i.e., fieldtrips, walks, and all other outdoor activities). Employees who use tobacco products while off campus are



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required to change clothes and wash hands thoroughly prior to interacting with children. "No Smoking" signs shall be posted conspicuously at each childcare provider entrance, as required by state law.

Closing Statement:

It is our hope that we can exchange ideas to combine our efforts in providing a stimulating and challenging learning experience for the children and ourselves.

Changes in Policies:

The fees, procedures, and policies stated in this Policy Handbook are subject to be changed at the discretion of the director at any time.

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