

TEMPORARY TOT TENDING, INC.



Serving the Bay Area families since 1979



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OUR PHILOSOPHY

We strongly feel that a child is a special individual with his/her own special needs and interests and must have a nurturing environment to explore and develop. Everyone involved in this process needs the support gained through the knowledge that mutual respect, trust and applause exists for each person in terms of talents, abilities and differences.

Parent / Participation

We sincerely hope that every parent will feel free to participate in whatever way his/her time, energy and interest allow. We encourage as much parent input as there are possibilities:

- Guest Speaker - Share the interests and talents of your occupation or hobby
- Donations - Volunteer help, materials, ideas, etc.

Conferences

- An informal conference may be initiated by parent or staff whenever it is appropriate.
- A formal conference may be arranged by parent or staff by appointment.

Concerns / Problems

The owners, directors and teachers are pledged to resolve problems as quickly as possible. Please see the Director immediately if you have a concern.

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FEES & DISCOUNTS

Fees

For 20 years TTT has maintained a fee/tuition structure that provides a service that gives parents flexibility and quality, maintains an excellent fringe benefit and competitive salary schedule for employees and gives children adequate and appropriate supplies and materials. Fees are evaluated every November when rents, salaries and insurance charges are known. For the last 25 years, increases of 3-5% have been the standard practice.

Important Notice of Financial Policies for TTT

Since 1979 TTT has been providing services and programs to thousands of families in San Mateo County. We know that it is imperative that we be absolutely clear with our clients regarding our financial policies. This explanation and clarification is published to avoid conflict and enhance our ability to operate efficiently.

- Your monthly tuition covers the slot for your child and pays for staff and materials whether your child is here or not. It is not possible to give credit for days when your child is sick, on vacation for less than a month, or with grandparents, etc. Parents must give a two-week notice of withdrawal from a program. TTT will refund any prepaid tuition over the two-week notice.
- TTT has instituted a very liberal scheduling policy allowing parents to choose 3, 4, and 5 hours a day schedules.
- We also have implemented three individual plans for payment of tuition.
 - EasyDraft (our preferred way of doing business and most economical for families). Funds are transferred electronically from your checking account to ours on the 6th of the month.
 - Payment by check, cash, or money orders by the 3rd of the month, and
 - Payment by check, cash, or money order by the 15th of the month.
- **Please be advised that all accounts must be cleared by 6:00 pm on the fifteenth of the month. Children will not be allowed to attend on the 16th if there is a balance and shall be excluded until balance is clear.**

Discounts

- TTT gives a 10% discount for the 2nd and 3rd child (10% applied to the lowest tuition).
- Returned checks will incur a \$25.00 service charge. (EasyDraft clients will be billed for this service charge.)
- A second returned check will mandate that only cash or money order will be accepted in the future.
- Late fees will be charged for any child not picked up by 6:00 pm. The fee will be \$2.00 per minute paid directly to the staff person on duty (exception: at Sunset Ridge where we are open until 6:30 pm).

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HOLIDAYS - VACATIONS - CELEBRATIONS

School Holidays:

Scheduled holidays observed by school closure are as follows:

- New Years Day
- President's Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Martin Luther King Day
- Memorial Day
- Staff Appreciation Day
- Veterans Day
- Day Following Thanksgiving

Cultural Celebrations

Varying cultural observances will be made, recognizing special days from different cultures. Hopefully, the parents will feel free to suggest a wide range of activities pulling from their own personal experiences.

Birthday Celebrations

Arrangement to recognize individual birthdays of children need to be made with the staff a week prior to the birthday.

Vacations

The school requires a two-week notice prior to a child's leaving the program for vacation time. Tuition for the child continues during this time to guarantee a reserved space upon his/her return to school. Please note that tuition must be paid in full without deduction for absences. This is because our staffing and other operations expenses are arranged on the basis of fixed enrollment levels and must be met on a continuing basis. Few of the operating costs of the facility are eliminated when a particular child is absent.

Early Closing

During certain holiday times (usually Christmas and New Years) TTT may close early or combine programs at one or two sites. Parents will always be given two weeks' notice. Staff training days will be offered once or twice a year and some or all programs will close.

Visitation Welcome

Parents can drop in anytime to visit; however, a pre-arranged date and time will allow us to plan for your visit and make sure we have someone available to give you a personal tour and answer your questions.

Items From Home

All articles brought from home should be labeled to avoid confusion or loss. Parents should use any method of marking that works for them. This does include clothing, as well as things brought to the school for any purpose. If your child is bringing an article from home for the purpose of sharing or any other reason, please check with the director or teacher about which toys, games, etc., are appropriate in the school and which days are designated as acceptable.

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Clothing

When selecting clothing for your child to wear at school, please think of your child's comfort. Children learn by doing. Consequently, there will be messy art materials, as well as messy activities. We strongly recommend clothing that is simple, wash-able and warm. Shoes should be sturdy and comfortable. Please provide a jacket daily, regardless of what the weather "Looks like."

Guns - War Toys

We believe that warlike toys do have an effect on children's behavior and attitude. Please help us by not allowing your child to bring guns, war toys, etc. to school at any time.

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HEALTH REQUIREMENTS

Your child's health is a matter of major importance to all of us. Your child may be sent home if he/she appears to have symptoms of illness during the day. In such case, the child is immediately isolated from the others, and a parent is contacted to pick him/ her up.

Please use the following as a guide to keep your child at home:

No child should be brought to the day care center when there are signs of communicable illness or when the child is too sick or uncomfortable to participate in regular indoor and outdoor activities.

Children shouldn't attend if they:

- Feel too ill to participate in school activities
- Have a high fever
- Have other symptoms that make it hard to take care of them at school, such as vomiting, diarrhea, bad cough

If a child has a low fever (just over 100 degrees), feels all right, and the cause of the fever is known, a mutual decision about keeping the child at school can be made.

In case of accidental injury, we will make an immediate attempt to contact a parent. If we can't reach you, we will call the child's physician. If necessary, we will also call an ambulance or the paramedics. Until the arrival of a parent, the physician, an ambulance, or paramedics, the director or an assistant will be in charge and make all decisions about the care of the child. The school will maintain a parent's signed consent form agreeing to this provision. It is to your child's benefit to keep the school **up-to-date on all current phone numbers, emergency numbers and any other pertinent information**. We thank you for your cooperation in following the above guidelines, as we are trying to do whatever we can to keep your child, and all our children, healthy.

TTT will administer medication only when proper forms have been completed by parent/guardian.

Nutrition

We provide afternoon snacks every day. When children are with us all day, we also provide a morning snack. We strongly recommend that the lunches do not include candy and are low in sugar content. Children are more than welcome to finish remaining lunch at snack time. Parents are welcome to send snacks to be shared by their child's class. Suggested snacks are apple wedges, orange sections, raisins, celery or carrot sticks, jello, etc. Parents should feel free to send special food to celebrate their child's birthday if they wish. Please make prior arrangements with the director or teacher to avoid confusion.

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POTTY TRAINING

Our policy here at TTT for potty training is to provide as much praise and encouragement to use the potty as we can to our older children in diapers. We are not staffed to take children to the potty every half hour or so to sit; more importantly, this procedure would not be consistent with our philosophy of providing experiences that are developmentally appropriate for our children. We take children in pants to the potty every hour to an hour and a half, and we take individual children whenever they indicate the need to go.

Children are encouraged to use the potty, and much enthusiasm is shown for the wearing of "big boy pants" and "big girl pants." Children who are wearing underpants are never scolded when they have an accident. Their clothes are changed, and they are reminded how good it feels to wear dry clothes.

Parents should bring several changes of labeled clothes for their children once potty training has begun. (Don't forget to bring extra socks, as they often get wet, too.) We expect children to have accidents now and then. However, if your child has many accidents daily for a week or so, we may suggest that we stop the potty training temporarily and begin again at a later time. We suggest a one-on-one attempt at home over an extended holiday period before we start at TTT.

Personal hygiene is part of this training period. The children learn the importance of wiping bottoms, flushing toilets, and washing hands.