

TWIN OAKS CHILD DEVELOPMENT CENTER

“WHERE CHILDREN COME FIRST”

PARENT HANDBOOK

WE AT TWIN OAKS ARE HERE TO PROVIDE QUALITY CARE FOR YOUR CHILDREN. OUR GOAL IS TO GIVE EACH CHILD THE FREEDOM TO GROW AND LEARN IN AN ATMOSPHERE THAT IS SAFE, LOVING AND CHALLENGING IN ALL ASPECTS OF HIS OR HER GROWTH; EMOTIONAL, SOCIAL, INTELLECTUAL AND PHYSICAL.

WELCOME!

The Staff and Management of Twin Oaks are happy to welcome you and your child to our program. We are very proud of the work that we do here and are honored that you have chosen our center for your child's early education and learning experience. We feel that we are the best Child Development Center on the Coast and are anxious to prove it to you.

We are dedicated to providing a Safe, Clean, Loving and Learning atmosphere for our children. Please feel free at any time to discuss with the staff or management your ideas and concerns. Don't hesitate to ask any of the staff any questions concerning your child's care.

We are very proud of our staff. To become a member of our staff the teacher must undergo an extensive background check. These checks are done periodically during the staff member's tenure. They are also required to take continuing education classes on work related topics while employed at Twin Oaks. Our staff are professionals. Many of the staff also have children attending the center. Most of the staff have specialized degrees in various forms of early child development or education. We will be glad to help you and consult with you concerning any area of your child's early development or with your own development as a parent.

WELCOME TO OUR CENTER!

Weekly Tuition Rates:

Infants: 6 weeks to 1 years \$150.00

Toddlers: 1 year to 2 years \$150.00

Pre-K: 2 years to 5 years \$140.00

Annual Registration Fee \$75.00

SIBLING & ACTIVE Military/Police/Fire/Paramedic

You must have a valid, active copy of your badge in your child's folder to receive the discount.

Family Discount 2 or more Children

\$150 and \$150 \$270.00

\$150 and \$140 \$261.00

\$140 and \$140 \$252.00

First Responder Discount 10%

Infants and Toddlers \$135.00

Two-Five Years \$126.00

Hours

6:30am -6:00pm

Effective March 2023

TUITION

Tuition will be paid weekly in advance and is due on Friday. If tuition is not paid by the following Wednesday a late fee of \$10.00 will be charged. When an account is a week late, the child will not be allowed to attend class the following week until the past due tuition and late fees are paid, providing space is available. A schedule of tuition fees is available upon request and posted in our front office.

REGISTRATION

Upon enrollment of your child, Twin Oaks requires an annual registration fee of \$75.00

VACATION OR ABSENCE

Twin Oaks has a vacation or absence policy. In order to reserve your child's place for an absence of one week or more, you are asked to pay one-half of the weekly tuition for each week of absence. This is limited to use 2 times within the calendar year. Enrollment will automatically be discontinued if the fee is left unpaid. A full week's tuition is charged for a week if your child attends any portion of that week.

RETURNED CHECK

A fee of 20% will be charged for a returned check and Twin Oaks will have the option to refuse any further payment by check.

LATE FEE (Pick up after 6:00 closing)

Parents will be assessed a late fee of \$ 20.00, and \$1.00 per minute when a child is left after 6:00 pm.

HOLIDAY SCHEDULE

Twin Oaks will be open Monday through Friday, 12 months a year with the following exceptions:

New Year's Eve Closed at 2:00 PM
New Year's Day

Martin Luther King Jr.

Day Before Fat Tuesday &
Fat Tuesday (Mardi Gras)

Good Friday & Monday after Easter (Spring Break)

Memorial Day

Juneteenth

Fourth of July

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day &
Day after Thanksgiving

Christmas Eve

Christmas Day

**If holiday falls on a weekend,
a Friday or Monday will take place of the holiday.
Any other closures will be given sufficient notice.**

NUTRITION

Your child is served breakfast, lunch and an afternoon snack each day. Menu exceptions cannot be made except for documented medical reasons. All of our menus are planned on a weekly basis according to Health Department standards and are posted in the front office. If your infant or toddler is not yet eating table food we request that you supply his food.

Breakfast is served at 8:00 – 8:30AM. If you have your child here at this time we will be happy to serve him or her breakfast.

Lunch is served at 11:00 for all classes.

Afternoon snack is served at 2:00 P.M. or as soon as the children wake from their nap.

State Health Department regulations do not allow us to accept food from home except on special occasions.

PLEASE DO NOT BRING YOUR CHILD IN TO HIS OR HER CLASS CARRYING AND EATING FOOD FROM HOME. THIS IS AGAINST STATE REGULATIONS AND IS VERY DISRUPTIVE TO THE CLASS.

IMMUNIZATIONS

Keeping your child's immunizations up to date as required by the Mississippi State Health Department is of the utmost importance.

We are required to have current copies of 121 forms (shot record) for each child on file.

A child who is enrolled here at Twin Oaks will not be allowed to attend without a current 121 form on file.

As your child grows up you will be required to supply the updated 121 form for our records. We will notify you of your child's immunization status and will work with you to keep his or her record current.

REGARDING ILLNESS

Fever most commonly accompanies respiratory illnesses such as croup or pneumonia, ear infections, flu, severe colds, and sore throats. It may also occur with infection of the bowel or urinary tract, and with a wide variety of viral illnesses.

Whenever there is a large group of children together there is a much greater chance of children becoming ill. To lessen these chances, we try to maintain a regular regimen of hygiene for the children, the toys, and our center. We hope to lessen the frequency of illness with the following policy.

1. Any child showing signs of fever of 101 degrees or more may not remain at Twin Oaks. If your child goes home with fever, they may not return until **fever free for 24 hours without the use of fever reducers.**
2. A doctor's release must be obtained upon returning to the center if your child has had a contagious illness.
3. Exposures to contagious illness should be reported to the center for a safe and healthy environment for all.
4. After a child has 3 diarrheas in a day the child must go home.

MEDICINE POLICY

It is important for the protection and well being of all children attending Twin Oaks that the following guidelines be met. These rules are required by the State Health Department.

Administration of Medicines

1. Medicine will be given, **ONLY**, after parents have completed our Medicine Authorization form including all appropriate blanks and signatures for each medicine to be given and at each change of medication. A new form must be completed at the beginning or each week in which medicine is to be given.
2. Only medicine with a druggist label will be administered at our center. Each container must have a druggist label showing the child's name, date purchased, correct dosage, and doctor's name. Medication prescribed for another child or family member will not be accepted. Over-the-counter medicines will not be accepted without the above druggist label showing the correct information and the proper form completed. No pain or fever reducers will be given at the center.
3. Twin Oaks will administer medicine once per day unless special arrangements are necessary. This is only if medicine is to be taken more than twice a day. Otherwise, medicine must be given at home, in the morning and at night.
4. Please take all medicine home at the end of each day.
5. Medicine may not be brought to the center mixed in with infant's formula bottle.

SUN SAFE PRACTICES

1. Suitable areas of shade are provided to accommodate all the children on the playground.
2. Our teachers will monitor each child to avoid harmful over exposure from the sun.
3. The UV index will be monitored each day and outside playtimes adjusted for high levels each day.
4. If you wish your child to wear sunscreen we will be glad to apply it at the proper time. We ask that you fill out a request form and supply the sunscreen. The form is available from the director.

MISCELLANEOUS POLICIES

ALL CHILDREN MUST BE PICKED UP BY 6:00 P.M.

Parents of children who are left at the center after 6:00 will be charged a \$ 20.00 late fee plus \$1.00 per minute after 6:00.

All field trips will be planned at least one week in advance. A permission slip signed by one of the child's parents is required.

PERSONAL INFORMATION -Twin Oaks will not release any personal information about a child or family without written permission from the parents. Phone calls will be screened carefully to ensure the child's privacy and safety.

BIRTHDAYS - are special events in a child's life. We appreciate your interest and involvement when arranging a birthday party for your child's group. Invitations are not necessary. Please arrange the date and time with the child's teacher. Parties are generally given at snack time (2:00 pm.). If another time is necessary please arrange this with the director.

CLOTHING – your child will be active both indoors and out and his comfort is an important concern to us. It is important for your child to be dressed in comfortable, washable, clothes that will adapt for food spills, paint, sand and water play. We ask that you please **label** jackets, sweaters, hats, bathing suits, towels and other clothing that might be removed. All children must wear shoes at all times. If your child is an infant or in the process of being toilet trained, we urge you to provide us with sufficient changes of clothing. Older children also need a change of clothes to accommodate physical activity and outdoor play.

POTTY TRAINING - Learning to use the toilet is a big event in a young child's life. Most children are eager to learn how to use the "potty" and are proud of their achievement.

Toilet training is easiest when children are physically and emotionally ready, which happens between age 2 and 3 years. Girls usually gain physical control over their bowel and bladder muscles before boys do. On the average, most girls are potty-trained by age 2-1/2 and most boys about age 3. Don't be alarmed if a child doesn't follow this pattern closely; individual children mature physically at different rates.

The secret to success is patience and timing. Emotional readiness also is important. Many bright, normal, healthy, 3-year-olds may not be interested in learning to use the toilet. Learning is a full-time job for most toddlers, and learning to use the toilet may not be as important as learning to climb, jump, run, and talk. A toddler who resists toilet training now may be ready in 3 to 6 months - often learning almost overnight.

Items you will need to bring to the Center in order to start your child training.

1. Cotton training pants. (You can buy cotton-training pants that have a plastic lining.)
2. Plastic outer pants. (If the training pants do not have a built in liner.)
3. Several changes of cloths, including socks and maybe an extra pair of shoes.
4. Easy access clothing for your child. No belts, zippers or buttons if possible.

Pull on elastic waist outer pants are easiest. **All in ones and garments that fasten over the shoulders are not recommended.**

The most important thing to remember is to be consistent. This training should be the same here as it is at home. Placing the child in a diaper at night for a while is acceptable, as bladder control takes a little longer to achieve at night.

PERSONAL HYGIENE - We work toward building good child health and hygiene habits. Twin Oaks requires hand washing before meals, after using the bathroom and at other appropriate times.

NAP TIME – We provide a rest mat for each child, however we ask that you provide a small pillow, a small blanket and a crib sheet for use when your child naps. Parents will be responsible for cleaning their child's naptime linen on a weekly basis.

TOYS FROM HOME – We discourage children from bringing toys and treasures from home because of the potential for loss and breakage. Any item for our occasional Show and Tell or other activity should be labeled with the child's name and taken home at the end of the day.

CHILD'S ACTIVITY (DAILY) FILE – Our children work hard on their daily activities and are very proud of their accomplishments. Please check their file daily for papers and daily reports from the teacher. All files are kept in their classroom.

OPEN DOOR POLICY – Please feel free to visit our center at anytime during normal operating hours. No appointment or notice is required.

OTHER CHILDREN - Though the children are irresistible, please do not pick up or hug or kiss any child other than your own unless you have the child's parent's permission.

PARKING LOT - Our parking lot is small and quite often has children and their parents crossing to and from their cars. PLEASE BE CAREFUL AND DO NOT SPEED IN THE AREA. PARENTS WHO DRIVE RECKLESSLY WILL BE WARNED BY THE DIRECTOR. THOSE WHO DO NOT HEED THIS WARNING MAY BE DISMISSED FROM THE CENTER.

Supplies Needed

Infant Class:

- Diapers, Wipes, & Diaper Cream
- Extra Clothes
- Formula/Baby food

Toddler Class:

- Diapers, Wipes, & Diaper Cream
- Extra Clothes
- Crib Sheet & Small Blanket

Two year old Class:

- Diapers & Wipes
- Extra Clothes
- Crib Sheet & Small Blanket
- Potty training supplies

Three year old Class:

- Crib Sheet & Small Blanket
- Pack of Wipes
- Extra Clothes

Four year old Class:

- Crib Sheet & Small Blanket
- Pack of Wipes
- Extra Clothes

TRANSPORTATION POLICY

Car policies

Twin Oak's vehicles that are used to transport children are:

Insured to cover the transportation of children

Have current safety inspection stickers, licenses and registrations

Have appropriate number of seat belts to comfortably transport children

Driven by licensed adults

Staff to Child ratio is maintained at all times

Driver responsibility-

Each driver shall see that:

Children board or leave the vehicle from the curbside of the street and are safely conducted across the street or accompanied to their destinations.

EVACUATION OF BUILDING FOR EMERGENCY

In the event we are required to evacuate the building Twin Oaks will transport the children in staff autos. The children will be transported to one of the following places depending upon the circumstances:

Anniston Elementary School, 2314 Jones St., Gulfport, 863 4600
McDonald's, 1010 Cowan-Lorraine Road, Gulfport, 896 5111

You will be notified by telephone where to pick up your child. All requirements met in the Transportation policy will be adhered to in the event of an evacuation.

DROP OFF & PICK UP OF CHILDREN

1. The child must be brought into the building. Allowing a child to walk unescorted from the vehicle to the door is strictly prohibited.
2. Please sign your child in/out at the front entrance in the book provided.
3. Escort your child to his or her classroom.
4. Children will be released only to their parents or parental authorized individuals. These individuals will be required to show a photo I.D. to a staff member before taking the child.
5. Children are not allowed to leave the building unescorted. Please do not send your child out to the car by himself.
6. Children are not allowed to be taken over the playground fence.

TWIN OAKS CHILD DEVELOPMENT CENTER DISCIPLINE POLICY

DISCIPLINE vs. PUNISHMENT

Discipline and punishment are often considered to mean the same thing, but in fact they are completely different concepts. The word "Discipline" originally comes from a Latin word meaning "to teach". Thus, discipline means teaching children appropriate and acceptable behavior. This gives children the reasons why they are to behave a certain way. Once children understand the reasons behind behavior, discipline techniques give them the opportunity to gain self-control. This is the ultimate goal of discipline and our goal here at Twin Oaks.

Punishment, on the other hand, may be defined as inflicting negative consequences to control behavior through fear and intimidation. Punishment does not teach children acceptable behavior or self control and can result in poor self esteem for the child. In using punishment children learn how they are not to behave, but not what is an acceptable alternative.

We at Twin Oaks are committed to teaching children good behavior through positive discipline. Corporal punishment or threats of it are not allowed at Twin Oaks. Punishment will not be associated with food, naps or bathroom procedures.

APPROPRIATE DISCIPLINE TECHNIQUES USED AT TWIN OAKS

REDIRECTING BEHAVIOR

When a child is acting inappropriately in one area, our teachers will place (direct) them to another area, i.e.: "Tearing the book pages are not allowed in the book center. You may go to the Legos and play there until story time." This technique is usually more effective with toddlers, but preschoolers do respond to it.

SEPARATE THE CHILD FROM THE BEHAVIOR

Discipline means separating the child from the behavior, acceptable or not. It involves unconditional love for children. For acceptable behavior we will use comments such as "I like the way you cleaned up the puzzle area",

not “You are a good boy for cleaning up puzzles”. For unacceptable behavior our teachers understand that it is not the child that is unacceptable, but the behavior. Our staff uses comments such as, “Biting is not allowed, you should talk to your classmates instead”, rather than “You are such a bad child”.

USE OF POSITIVE LANGUAGE

Children can easily tune out adults after hearing negative comments such as “no”, “stop”, and “don’t “, etc. too often. Our teachers will use comments such as “ Thank you for walking”, instead of “Quit running”.

WE GIVE CHILDREN ACCEPTABLE CHOICES

Our staff will give children two acceptable choices that are agreeable to the teacher. Such as “ Would you like to play in Legos or Puzzles?” Comments that have an unacceptable choice or an “ or else!” are not used and are contrary to our discipline philosophy.

LEARNING BY NATURAL OR LOGICAL CONSEQUENCES

Children will learn if left to experience the logical consequences of their actions. Such as “ Tearing the pages form the book means we can’t read a story from it.”

WE USE HUMOR WHEN APPROPRIATE

Using humor when an accident occurs or in other appropriate situations relieves stress in the children and the staff.

WE WILL NOT ARGUE ON NON-NEGOTIABLE ISSUES

Children must learn the limits of certain behaviors. Any argument or long discussions give the child an indication that these are open to discussion.

WE PLAN FOR NEW OR DIFFICULT TIMES

New activities and transition times can be difficult for adults and children. Our staff plans ahead to prepare the children for these times. Such as “ We use our inside voices in the Library”, or “Let’s sing a song while we wait”.

TIME OUT

When time out is used correctly, it is very effective in helping children learn about behavior and how to control their behavior. Toddlers and two year olds generally do not understand time out so we do not use it at this age. When used; one minute per year is the guideline.

Time Out is meant to give the child a chance to calm down and reflect on what has happened. A special area is provided in each classroom for a time out area. It places children away from the group but within supervision. After the time out period, which is determined by how long it takes the child to calm down, not a certain number of minutes decided by the teacher, our teacher will then talk with the child and help them learn from the experience.

HOW WE WILL COMMUNICATE DISCIPLINE MATTERS WITH YOU

Twin Oaks strives to maintain a safe, fun and exciting learning atmosphere. In the event of a child whose behavior is continually disruptive to this atmosphere we will require a conference with the parent. We are associated with professionals who specialize in correcting this type of behavior and will be glad to refer the parent to one if necessary. Twin Oak's staff will work very hard to assist the parent and/or professional in correcting this behavior.

After the child's first four weeks of attendance, Twin Oaks will schedule an informal or formal meeting with the parent to discuss the child's acceptance of and suitability to the program at Twin Oaks. If the staff feels that the child has not acclimated to the center or is not suitable for our program, we will discuss this with the parent and seek ways to correct the situation. Twin Oaks reserves the right to dismiss any child that the staff feels we will be unable to assist. The parent will be given two weeks notice to find other care for the child.

We encourage parents to feel free to schedule a meeting with our staff and management at any time to discuss any matter concerning their child.

OUR STAFF TRAINING ON DISCIPLINE

1. Discipline matters are discussed at every staff meeting
2. We supply our staff with training videos and other written material
3. Our staff attends seminars as they become available

TWIN OAKS CHILD DEVELOPMENT CENTER

BITING POLICY

Biting is an unfortunate occurrence, but not uncommon within the childcare center. Biting occurs at a specific developmental period in a child's life. It is an age/stage related occurrence and generally happens during the toddler years.

WHY CHILDREN BITE

1. Toddlers are **ORAL** beings and put everything into their mouths. This is one way they learn about their world. Unfortunately, this may also include other children.
2. At this stage in their development toddlers do not have the ability to discriminate between animate and inanimate objects.
3. Toddlers may bite for the **ATTENTION** that they receive.
4. Too many children in proximity may cause a toddler to bite.
5. Most toddlers need a certain amount of space around them and their toys and do not welcome another child's intrusion. The toddler may bite to stop a child from taking his toys or to maintain his personal territory.
6. Many toddlers begin biting when they are teething as this helps to relieve the uncomfortable feeling of new teeth developing.
7. Toddlers have not developed social skills nor yet learned self-control. Biting may occur as an immediate reaction to a problem with another child, as toddlers cannot verbalize their problems.

TECHNIQUES TWIN OAKS USES TO PREVENT BITING

1. Group size in the toddler room is kept as low as possible.
2. We supply numerous appropriate toys on which children can bite.
3. We will attach a teether in a safe manner to a frequent biter's clothing and encourage him to bite it.
4. We will work with our toddlers to teach them the words to express their frustrations.
5. A frequent biter will have a caregiver assigned to him to remain near the child and to intervene if a biting situation occurs.

WHAT TWIN OAKS WILL DO AFTER A BITING INCIDENT

1. The caregivers will focus their attention on the victim, not the biter.
2. The bite will be cleaned with antiseptic and a bandage applied, even if the skin is not broken.
3. An ice pack will be applied to the bite for a few moments to help relieve any pain.
4. The caregiver will have the biter to gently stroke the victim, so both children will learn appropriate ways to touch and relate to each other.
5. Parents should be notified if the bite has broken the skin or is in a prominent place, such as the cheek.
6. An injury report will be filled out on each bite and be given to the parent to sign.

WHAT TWIN OAKS WILL NOT DO AFTER A BITING INCIDENT

1. The child will not be physically punished in any way, nor will we bite the child back.
2. Staff members will not put anything into the child's mouth.
3. Staff members will not withdraw love or food or keep the child in isolation.
4. Due to confidentiality rules, we cannot and will not reveal the name of the biter to the victim's parents.

REMOVAL OF CHILD FROM CENTER

1. If after multiple attempts to alleviate the amount of biting from a child, we reserve the right to dismiss a child from the center for excessive biting if need be.

REMOVAL POLICY

Twin Oaks will do everything possible to correct problems with a child. It is very rare that we are unable to do so, but if the staff feels that we cannot correct the problem, Twin Oaks reserves the right to dismiss a child from the center.

MANAGEMENT STAFF

We are very proud of our management staff at Twin Oaks. They are truly dedicated and professional early childhood educators. Please feel to contact them and discuss any matter concerning your child or Twin Oaks.

OWNER - DIRECTOR

Susan Delaune

OPERATIONS DIRECTOR

Mrs. Andrea Chenault Blanchard

DIRECTOR DESIGNEE

Ms. Terrell Lewis

DIRECTOR DESIGNEE

Mrs. Icesis Johnson