

Welcome

We are delighted you have chosen Tot-Time Child Development Center to fulfill your childcare needs. Caring for your child is a responsibility we take very seriously. It is our goal to provide a loving atmosphere that emphasizes development of the whole child - mind, body, and spirit. Tot-Time centers are located in Bucks, Chester, Delaware, Montgomery, Lehigh and Philadelphia counties as well as Burlington County. We have been serving the community for over 25 years. We take pride in our teachers and staff who are dedicated to providing quality care and education for our children. Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to supplement your parenting efforts and support you in your role as a working parent. We encourage you to become an active participant in our school activities and programs. If you have any questions, concerns, or problems, feel free to talk to your child's teacher or the center's director. We want the best for you and your child.

Philosophy

We believe that children learn and grow when they are provided with an affectionate and accepting environment. Our goal is to help children develop habits of observation, questioning, and listening. In order to develop a positive self-image, we believe children should be free to express their feelings. We teach the children that every choice has a consequence so that hopefully they will make positive choices. We encourage the children to use their intellectual and creative abilities. We hope that they will develop friendships as they learn the "golden rule" - to treat others as they would like to be treated. We want them to value the importance of play since that is where learning begins.

Mission Statement

Our goal is to provide young children a safe environment in which they can develop emotionally, physically, intellectually, and socially. We promote a positive atmosphere where parents, teachers, staff and children interact with mutual respect and caring.

Enrollment Policy

Enrollment at Tot-Time Child Development Centers, Inc. is open to children from 6 weeks to 12 years old. Enrollment shall be granted without regard to race, color, creed, religion, national origin, gender, or disability.

Initial enrollment is contingent upon receipt of the completed emergency contact form, signed fee agreement, registration fee, deposit, immunization records and signed Parent Handbook receipt.

The Fee Agreement is not meant to serve as a contract guaranteeing service for any duration.

Tot-Time reserves the right to dismiss any parent or child at any time with or without cause. However, continued enrollment at Tot-Time is contingent upon the parent's and child's adherence to the policies and procedures of Tot-Time as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

All our centers require a minimum enrollment of 3 full days for all part time families.

Center Hours

All centers are open from 6:30 a.m. to 6:00 p.m. Parents will receive advance notification should there be a need to change our normal hours of operations.

Starting School

Registration

The Pennsylvania Department of Welfare licenses all of our centers in Pennsylvania and the New Jersey Department of Human Services/Division of Youth and Family Services licenses our New Jersey location. At the time of enrollment, a registration fee is required; this fee is non-refundable.

This fee is as follows:

One child: \$60 Family (2 children): \$90

The enrollment fee includes a "Kid-Napper" blanket for your child.

This enrollment fee along with the annual administrative fee is used to defray the administrative costs associated with each child. The annual administrative fee is charged to all families at the beginning of September. Parents who enroll their children after June 1st will be exempt from the annual administrative fee in September, as the registration fee will cover this cost. The annual administrative fee is as follows:

One child: \$35 Family: \$50

Required Records

Tuition Agreement: The facility director will present an agreement at the time of enrollment. This agreement will state your child's name, program, start date, rate of tuition, services tuition includes as well as payment schedule. Both custodial parents are required to sign this form. Adherence to this agreement is a condition of enrollment. The center director will update this agreement periodically as rates change due to classroom moves or rate increases and parental signature is required.

Emergency Contact Form: This form must be completed prior to your child's enrollment. This information is vital in case of an emergency in which we cannot reach the parents by phone. Any person picking up a child from Tot-Time must be named on the emergency contact form. This form will allow Tot-Time to provide emergency care, minor first aid and transport a child to the hospital in the event of an emergency. Please see the director to update this form if any addresses or phone numbers change. Custodial parents must review and re-sign the form every six months.

Health Appraisal: This form is to be completed by a licensed physician and returned to Tot-Time within 30 days of enrollment or your child will be suspended from the program until the form is returned. Parents must have the child's physician update this form at each well child visit or whenever a new immunization is received. An annual doctor's visit is required for all children enrolled in Tot-Time. Parents who choose not to have their child immunized based on religious or philosophical beliefs must provide a letter stating this and that letter will be kept in the child's chart.

Getting to Know You: This form is to be completed by the parent to help create a partnership between the teacher and parents. It is specific information regarding your child's family culture, language, favorite toys, likes and dislikes as well as special needs. This form allows our staff to get to know the child and parent on a more personal level.

Tuition Policy

All custodial parents are required to sign a Tuition Agreement prior to enrollment of their child in Tot-Time. A registration fee, first week's tuition and an escrow payment equivalent to one week's tuition are required at the time your child starts school. The escrow payment will be applied to your last week tuition providing you give the director two weeks notice if you decide to withdraw your child from the program. Tuition must be paid on a weekly basis for the current week. (example; payment is required on Monday

for upcoming week). There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God. Non-payment of tuition is grounds for immediate dismissal from the program. Tuition that is not received by noon on Tuesday will incur a \$5 per day late fee until the payment is made. Thus, timely payments are essential for continued enrollment at Tot-Time; however, if you anticipate difficulty with paying on time, please discuss the matter with the director immediately. If alternative arrangements for payment can be made you will be notified by the director accordingly.

Check, money order or a major credit card are acceptable forms of payment. Receipts or statements will be issued upon request. All tuition payments should be placed in the tuition box. Checks should have your child's name written on the memo line.

There will be a \$50 fee charged for tuition checks returned by the bank for any reason. Additionally, any returned check will be considered late and incur a \$5 per day late fee back to the day it was due. Parents will be responsible for re-issuing a second check. If a parent has two checks returned in one school calendar year, they will be required to make all future tuition payments with a money order.

Tuition includes fees for field trips and extra curricular activities such as puppet shows and other in-house events. Summer campers will be required to pay for field trips.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at Tot-Time. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition.

Tot-Time offers a multiple child discount for one or more siblings enrolled for full time care during the same school year. The youngest sibling pays the full tuition rate and each additional child's tuition is discounted 10% per child. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late. The sibling discount will be discontinued permanently if payment is late twice.

Arrival and Picking up Procedures

Arrival Procedure

All centers have a security system for the protection of the children. Parents are required to sign in their child each day. Children are to be escorted by their parent (or adult) to their classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day. At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day. Parents are required to notify the child's teacher or director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the child's teacher or director. These special instructions include but are not limited to: early pick up, alternative pick up person, health issues over the previous night which need to be observed and/or any general issues of which the child care providers should be aware to best meet the needs of your child throughout the day.

Pick up Procedure

Parents are required to sign out their child each day. Once a parent enters his/her child's classroom, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to entering child's classroom and are required to directly exit the building once they have picked up their child. Parents must take home all papers and art projects in the child's cubby each day. A daily communication sheet is completed for each child. This sheet consists of daily activities, mealtimes, diaper changes, nap times and any other special information regarding your child's day. You may briefly discuss your child's day with his/her teacher at pick up, however, if you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at naptime if the parent is unable to meet at the center during the course of the day. At enrollment, parents will be presented with an Emergency Contact Form and are encouraged to include on this form any and all persons, who in the course of events may at one time be asked to pick-up their child from the center. Parents may not indicate

anyone under the age of 16 on the Emergency Contact form. Parents should not include themselves as emergency pick up persons as that will be assumed and they would be contacted first in any event. For the safety of the children, the staff is required to ask for government issued photo ID from any person not recognized at the time of pick up. We apologize for any inconvenience this may cause, but please realize that this is for the best protection of your child. All changes and/or additions to the Emergency Contact Form must be made in writing and be dated and signed.

Late Pick Up Fee

If an emergency situation prevents a parent from picking a child up by 6:00 p.m., the center must be contacted as soon as possible. A late fee of \$1 per minute will be charged if a child is not picked up by closing and is payable directly to the staff member(s) who stayed with your child. More than 3 late pick-ups in one school calendar year will result in dismissal from the program.

The Parent-School Partnership

Teachers and other staff:

All our teachers and staff have been carefully interviewed and selected on the basis of educational background, experience, attitude, and most importantly, love of children. Caregivers supervise all children attending our program by sight and hearing at all times, even when children are sleeping. All staff is required to undergo a bi-annual physical exam. Staff members must also have a criminal record clearance by the State Police and child abuse history clearance by the State Department of Public Welfare as well as FBI fingerprinting before beginning work. All our staff members are first aid and CPR certified. Staff is not permitted to be caregivers to children enrolled in Tot-Time Child Development Centers after business hours. Do not ask anyone employed with Tot-Time Child Development Centers to baby-sit your children. If you solicit and hire an employee from Tot-Time to become a caregiver/nanny for your children within 6 months of withdrawing your child, Tot-Time will fine the parent \$1000.

Parent Involvement

Parents are welcome in the Center at any time! The Directors door is always open for comments, questions or suggestions. If you are interested in volunteering in the classrooms, whether it is to read a story or help out with a classroom party, please see the Director. Several special programs are planned for the children throughout the school year. This includes Back to School Night, family picnics, holiday shows and Graduations. We invite all our parents to visit with us and share any special talents they might have with the children whenever possible. We strongly feel that the best learning environment for young children includes those which have close ties between school and home. Continuity between school staff and parents as well as a basic respect of one another will build a sense of trust in each child.

Student Dress Code

Please dress your child for fun and play. Clothing should be appropriate to the season and include outerwear (coat, hat, mittens, boots and scarf) in the winter. Please label all of your child's belongings. Children should wear casual and comfortable shoes conducive to outdoor play. Sneakers are preferred as they offer the best protection to a child and cannot be easily removed. Flip-flops, slides, and bare feet are not permitted at the center. Tot-Time does not allow jewelry to be worn by any children in the centers as it may pose a choking hazard especially to small children. If you send your child to school with jewelry we will remove it from your child and send it home in your child's school bag.

Nutrition

With childhood obesity on the rise, it is important to make the right choices for our little ones. At Tot-Time we encourage healthy eating. Eating a variety of foods including vegetables, fruits, whole grain products and drinking lots of water provides the energy a young child needs to get through their busy day. For more information go to www.kidshealth.org

Early Intervention Services

While all children grow and develop in unique ways, some children experience delays in their development. Children in Pennsylvania with developmental delays benefit from a state supported collaboration among parents, service practitioners and others who work with young children needing special services. The Pennsylvania Early Intervention program provides support and services to families with children birth to age 5 with developmental delays.

Early Intervention builds upon the natural learning opportunities that occur within the daily routines of a child and their family. Parents who have questions about their child's development may contact the CONNECT Helpline at 1-800-692-7288.

Educational Program

Curriculum

Tot-Time utilizes a thematic approach to curriculum with a different theme every week. Our teachers follow age appropriate learning standards. These standards identify key learning areas of development for children and are reflected in the Core Body of Knowledge Competencies. These standards guide our teachers to intentionally integrate developmental knowledge with the attitudes, skills and concepts children need to be successful in all learning areas. The theme is carried out in the books the children read, the songs they sing, the art projects they do, and the parts they role play. We expose the children to a different variety of holiday traditions. A formal curriculum for each age group is available for parents to review upon enrollment. The classroom teachers prepare weekly lesson plans, which are handed in to the director for review and input.

Special "show and tell" days have been set-aside during the month when children are permitted to bring a toy from home into school. Otherwise, personal toys are not permitted in the school. Each classroom is equipped with plenty of age appropriate toys, which encourage cooperative play and individual growth.

Transitioning Children

Tot-Time follows specific guidelines as a reference point when deciding to move a child to an older group. We have comprised a form that the teachers will use to help make a smooth transition for both child and parent.

Parent-Teacher Conferences

Teachers will hold conferences with parents whenever it is requested by either party. In addition, two weeks are set aside during each school year for the designated purpose of Parent-Teacher conferences. At this time you will discuss your child's Developmental Assessment. This assessment is designed to assist teachers in observing, recording, and understanding your child's skills, knowledge, behaviors, and accomplishments. We strongly encourage parents to participate as this allows for an uninterrupted time of

teacher-parent communication which often is not possible during the day-to-day routine. Additional conferences with teachers or the Center Director may be arranged at the parent's convenience. Should problems or questions arise, it is requested that contact first be made with the appropriate classroom teacher and then with the Center Director, if necessary.

Calendar of Events and Newsletters

Each month a calendar of events and the weekly themes will be made available. A newsletter compiled by the Director will be distributed to parents on a monthly basis. The newsletter will contain administrative information, a description of scheduled activities at the center, and upcoming events. These are normally placed in the children's cubbies and on the Parent News Board. Please read them to keep up with the happenings at the center.

Holidays

A yearly holiday schedule will be posted every September. There are usually 8-10 holidays per year. Parents are required to honor their agreements and pay their regular tuition for these scheduled holidays. This policy applies to full time and part time enrollment.

Birthday Celebrations

Tot-Time allows parents to bring cupcakes or other special treats to school to celebrate your child's birthday. If a parent wishes to hand out invitations for a private party they must do so discreetly as the feelings of uninvited children may be hurt. Please give the invitations to the classroom teacher privately and ask her to put them in the children's bag.

Field Trips

Children age four and older (age three at our New Jersey and Allentown locations) have the opportunity to go on scheduled field trips to further their educational experience. As of January 2002, these field trips were covered in your child's tuition. Chaperones/parents are welcome and encouraged to attend, however, they must pay their own admission fee. A signed permission slip is required for children to attend.

Inclement Weather Policy

Tot-Time Centers will stay open at all times except in the case of extremely inclement weather in which the safety of the children, staff and parents might be jeopardized. At these times, we will phone parents to notify them of the school closing. If there is a storm overnight, we will announce school closing information on the **Fox Network**. Our PA schools will automatically be closed should the Governor of PA declare a weather related State of Emergency.

Mandated Reporting of Suspected Child Abuse and/or Neglect

Under the Child Protective Services Act, mandated reporters are to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Tot-Time are considered mandated reporters according to the law. The employees of Tot-Time are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at Tot-Time take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special need of a disabled child
- Sending a sick child to school over mediated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behaviors consistent with an abusive situation

Stakeholders

Stakeholders are those groups or individuals who are significantly impacted by the children/families who are served and who have the potential to impact our facility. A list of Stakeholders will be available at the parents request to view.

Parent Code of Conduct

Tot-Time expects the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect at all times. One of the goals of Tot-Time is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Tot-Time but is the responsibility of each and every parent or other adult who enters the center. Parents will be expected to behave in a manner, which fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.

- **Swearing/Cursing:** No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language.
- **Threatening of Employees, Children, other Parents or adults associated with Tot-Time:** Threats of any kind will not be tolerated. In today's society Tot-Time cannot afford to sit idly by while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. Parents must be responsible for and in control of their behavior at all times.
- **Physical/Verbal Punishment of Your Child or Others' Children at the center:** While Tot-Time does not necessarily support or condone corporal punishment of children; such acts are not permitted in the childcare facility. While verbal reprimand may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue

with the teacher and to seek advice regarding proper disciplinary procedures to be used. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or center director. Furthermore, it is inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the center director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

- **Smoking:** For the health of all Tot-Time employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Tot-Time. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.
- **Confrontational Interactions with Employees, other Parents and associates of Tot-Time:** While it is understood that parents will not always agree with the employees of Tot-Time or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Discipline Policy

Tot-Time believes that keeping children busy and actively engaged decreases the frequency of behavior problems in the classroom. Transition activities help the children move smoothly from one activity to another. Our caregivers are instructed to use only positive guidance and redirection. Setting consistent, clear, understandable limits fosters the child's ability to become self-disciplined, which is our ultimate goal. We encourage our staff to try to ignore negative behavior as much as possible (since much of it is an effort for attention) and focus their attention on the children who are doing what is appropriate. Hopefully this will draw the child into the group and thus avoid the need for frequent discipline. When these methods do not work, a short "time out" may be used for children over three years old who continue to disturb others or are at risk of harming themselves. Children are born with enormous creativity! We feel that too much discipline (correcting a child for every little thing) destroys their spirit. By teaching the child that each choice they make has a direct consequence, they will begin to learn to be responsible for their own actions. A negative choice will result in a negative consequence. Tot-Time prohibits corporal punishment of any kind, cruel or severe punishment, humiliation, or verbal abuse. No child shall be denied food as a form of punishment nor punished for soiling or wetting their clothing. If a behavioral problem presents itself, every attempt will be made to remedy the situation. However, dismissal of a child for behavior problems will be at the sole discretion of Tot-Time staff.

Dismissal Policy

Tot-Time reserves the right to dismiss any child at any time, with or without cause. Tot-Time will also dismiss any child whose parent is prohibited from entering upon agency property. Parents will be refunded any unused tuition within two weeks of dismissal. Any past due balances must be paid within 30 days of dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period will be referred to the agency's legal counsel for collection. The director will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to

anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law.

Notification of Absence

Parents are required to inform the center by 10:00 a.m. if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help classroom teachers effectively plan for the day. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses. Parents who know in advance that a child will be late, are required to notify the center by 8 a.m. so as to maintain the appropriate numbers of employees to ensure ratios are met when the child arrives to school.

Toilet Training Policy

Experts agree that children who potty train easily have parents who are calm and patient and show a matter-of-fact attitude toward toilet training. The staff at Tot-Time is prepared to work with the parents in preparing our older toddlers for this important milestone in their lives. No two children are alike and as such children train differently and at different times. There is no evidence that a child who is trained by the age of 30 months is "brighter" than a child who is trained at 36 months. Parents and staff should not compare children. Tot-Time knows that toilet training is a gradual process that takes time and understanding. No child is ever forced to sit on the potty or ridiculed in any way for soiling its pants. Tot-Time does not use negative tactics to toilet train. We encourage and praise the child for successes and show understanding and patience when accidents occur. We let the child know that we have confidence in them and believe in their ability to succeed.

Health Policy

The American Academy of Pediatrics defines an ill child as one who exhibits any one of the following symptoms:

1. An auxiliary (armpit) temperature of 101 degrees Fahrenheit or greater accompanied by behavior changes or other signs or symptoms of illness. **A child must be fever-free for 24 hours before returning to our care.** (I.e. a child picked-up at 2 p.m. on

- Tuesday may not return to the center until 3 p.m. on Wednesday at the earliest. The only exception to this will be a doctor's note.)
2. Rash with fever or behavior changes until a professional determines that the child may be in childcare.
 3. Uncontrolled diarrhea (stool runs out of the diaper or the child can't get to the toilet in time).
 4. Vomiting more than once in the previous 24 hours until the vomiting stops or a health professional determines that the child may be in childcare.
 5. Pink eye with white or yellow discharge (child may not return until 24 hours after treatment is started).
 6. Contagious childhood illness such as Measles, Mumps, Rubella (German measles) or Chicken Pox. Your child cannot return to school until a health professional determines that the child may be in childcare.

Doctor's notes may be faxed to the center or brought in and handed to the center director or assistant director (in director's absence) when your child returns for care. Do not give notes to classroom staff or drop your child off without a note as you may be called to pick your child up from the center immediately. If any of the aforementioned symptoms occur while your child is in our care, we will call you and require that you make arrangements to have your child picked up within an hour.

Medication Policy

Tot-Time will administer both prescription and non-prescription medications when the following conditions are met:

- All medication must be in the original labeled container
- A doctor's note stating the dosage amount and duration medication must be administered must accompany all prescription and non-prescription medication including Tylenol, Advil, Benedryl, etc. This note can be faxed to the center.
- Daily written permission of custodial parent to administer medication. Tot-Time will not administer any medication unless the above conditions are met. Tot-Time will not purchase medication for children. If a fever develops during the course of a day, we will contact a custodial parent to inform them of the situation and if the parent has provided fever-reducing medication and signed

the section of the Emergency Contact Form that allows administering minor First Aid we will administer the medication. Parents can sign medication in on the Medication Log, which is found at or near the director's office (this will be pointed out to you when you enroll your child). This Medication Log should be completed when the child arrives each morning. All medication must be given to the director and in her absence, the assistant director. Do not give medication to the classroom teacher or leave it in your child's bag.

Incident Reports

Incident Reports are sent home if your child incurs an injury while in our care. Parents will be called if an injury is moderate to serious in nature. This would include but is not limited to a cut that bleeds, a contusion, a bite from another child that leaves a mark, a fall from any classroom or outdoor play equipment. Minor scratches and scraps will be reported daily.

Should a serious injury or illness occur and hospital emergency treatment is necessary, ambulance or police escort, accompanied by the director or assistant director, will transport the child to the nearest hospital. The child's parents will be called immediately and can make arrangements to join the child at the hospital.

Complaint Procedures

Should you have a complaint concerning the center your child attends, employees, or procedures, the following steps should be taken to resolve the problem: first talk to your child's teacher; if you are not satisfied with the teacher's response, speak to the center director; if you are still dissatisfied, contact the Corporate Office at 1-800-294-9697 and ask for Tracie McNally.

Revised 10/15/08

List of Centers:**Philadelphia County**

Time for Tots
6613 Rising Sun Ave.
Philadelphia, PA 19111
215-742-9715

Tot-Time Child Dev. Ctrs., Inc.
2121 E. Allegheny Ave.
Philadelphia, PA 19134
215-739-5391

Time for Tots
7770 Dungan Rd.
Philadelphia, PA 19111
215-722-8484

Montgomery County

Tot-Time Child Dev. Ctrs., Inc.
1408 Plymouth Blvd.
Plymouth Meeting, PA 19462
610-275-2327

Tot-Time Child Dev. Ctrs., Inc.
3031 C Walton Road
Plymouth Meeting, PA 19462
610-834-8886

Tot-Time Child Dev. Ctrs., Inc.
440 Virginia Drive
Ft. Washington, PA 19034
215-643-0114

Bucks County

Time for Tots
1101 Little Lane
Warminster, PA 18974
215-443-9499

Centennial School District
B/A & Kind. Enrichment
P. O. Box 453
Warminster, PA 18974
215-672-4978

Time for Tots
Routes 263 and 413
6410 Hughesian Drive
Buckingham, PA 18912
215-794-7514

Tot-Time Child Dev. Ctrs., Inc.
2255 Trumbauersville Road
Quakertown, PA 18951
215-536-5546

Lehigh County

Tot-Time Child Dev. Ctrs., Inc.
2860 S. Pike Avenue
Allentown, PA 18103
610-709-0977

Delaware County

Tot-Time Child Dev. Ctrs., Inc.
1260 E. Woodland Avenue
Springfield, PA 19064
610-338-0688

Chester County

A Child's Place
524 Sugartown Road
Devon, PA 19333
610-687-4999

Tredyffrin/Easttown School District
B/A & Kind. Enrichment
524 Sugartown Road
Devon, PA 19333
610-687-1263

Burlington County

Tot-Time Child Dev., Ctrs., Inc.
3115 Route 38, Suite 400
Mt. Laurel, NJ 08054
856-866-0039

Corporate Office
P. O. Box 796
Plymouth Meeting, PA 19462
1-800-294-9697

I/We _____, the parents of _____, have received, read, had the opportunity to ask questions about, understand and agree to abide by the policies set forth in the Tot-Time Parent Handbook. Furthermore, I/We agree to abide by the policies set forth in the manual.

I/We understand that the policies described in the Parent Handbook are not conditions of enrollment, and the language does not create a contract between Tot-Time and the parents. Tot-Time reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

I/We also understand that future questions regarding policies in the parent handbook may be directed to the center Director or corporate office.

Signature: _____ Date: _____

Signature: _____ Date: _____