

# Policies and Procedures for Mango's Place

5601 Woerner Temple Road  
Dublin OH 43016  
Phone 614-790-9970 fax 614-790-9977  
www.mangosplace.com  
Our tax ID # is available upon request

## Goals and Philosophies

Mango's Place is committed to providing the best team of teachers and managers that will build quality relationships with our parents and have a serving heart. We will provide a safe, fun, and educational environment where children are inspired to use their imagination and learn through exploration. Our qualified team of teachers will have a positive, compassionate and enthusiastic attitude.

## Service and Programs Offered

**Hours and Days of Operation:** Monday through Thursday 7:00am to 7:00pm and Friday's 7am – 10:00p.m. Saturday's available for birthday parties.

**Age requirement:** The center is divided into play areas. The Lil' Lagoon is for infants 8 weeks through 3 years The Jr. Jungle is for children 3 years through 10 years and Infant Island for infants 8 weeks to 18 months.

**Hourly drop in:** Provides a flexible, hourly childcare service. This service offers parents the opportunity to run errands, attend appointments, have dinner or enjoy some quiet time while their children play and learn. Reservations are based on half hour increments with a minimum stay of one hour. Reservations can be made in advance or at the last minute depending on availability. If you need to extend your reservation while your child is at Mango's Place, you must call to verify availability.

**Set Schedules:** This program is for parents who may need more than just a few hours a day. When parents commit to 15 hrs or more a week they can set a weekly or monthly schedule and pay a discounted rate at the beginning of the week. This schedule can be canceled at any time and there is no long term commitment.

**Full time infant care:** Is defined as 40 hours or more a week. This program is for parents who will need full time child care for infants 8 weeks to 18months. No contracts or commitments are required.

**Preschool:** Mango's Place Preschool offers a program for 3 and 4 year olds. Our program is for parents who are looking for a play based structured environment that stimulates and nurtures a young child's mind. Our program emphasizes learning through play, exploration, and in an environment which promotes a love of learning. Our preschool program is in attendance from September through May and our teacher is degreed in Early Childhood Education.

**Summer Camp:** Mango's Place offers a fun and educational program for children ages 3 through 10. Two five week sessions are offered with two and three day programs. Ask for more information.

**Birthday Parties:** Mango's Place is available for private Birthday parties on Saturday from 11am-7am. Call for more information.

## Registration

Every child must be registered as a member to enjoy the services offered by Mango's Place. This is a yearly membership fee of \$25.00 for one child or \$40.00 for the whole family. *Membership fees are non-refundable.*

### **Required Forms:**

#### *Enrollment and Health Information Form*

(This form must be completed before the first visit and updated each year. Any change throughout the year to this information must be communicated to the acting manager immediately so that current information is always on file.)

#### *Medical statement*

(A medical form signed by the physician or certified nurse practitioner is required to be submitted within 30 days of first visit at the center. This medical statement must be updated every 13 months.)

## **Pricing Structures:**

### Hourly Fees:

1 child: \$8.50/hr

2 child: \$5.50/hr

Each additional sibling: \$3.00/hr

Mango's Place offers a discounted hourly rate of 5% when a client puts a minimum of \$100.00 on account. (Money on account does not expire and is non refundable.)

Set Schedules: 15 hours a week minimum

- \$7.50/1 child

- \$13.00 for 2 children

30 hours a week minimum

- \$6.50/1 child

- \$12.50 for 2 children

Full time infant care:

\$250/per week

**Payment:** Hourly drop in charges are due at the time you pick up your child. Charges will be calculated by half hour increments. All hour fractions will be rounded up to the next half hour. Set schedules, full time, and part time charges will be due at the beginning of the week or month. Accepted forms of payment are cash, check, Visa or Master Card.

**Returned Checks:** A \$30.00 fee will be charged for any returned checks.

**Reservations:** To guarantee a place for your child, Mango's Place recommends that parents schedule their child's reservation as far in advance as possible. Drop-off's without an appointment will be accepted if space is available. Reservations can be made on the hour or the half hour. Changes in reservations can be made until the time the child is dropped off. If the need arises to extend your reservation, you must call to verify availability.

**You are obligated to pay for the entire length of your reservation even if you choose to pick up your child early.**

If you fail to pick up your child by closing there will be a \$5 late fee per every 10 minutes past closing in addition to the amount due for the total time your child was at the center.

If you wish to cancel your reservation, please call and cancel a minimum of four hours prior to the scheduled time of your reservation.

**Infant new member policy:** Because there is such a demand for Infant care, and the ratio is smaller, Mango's Place will not reserve spots for an infant that is not a client. To make reservations for future times you must pay the annual membership fee and be registered as a member.

**Weather Policy:** Mango's Place will be closed anytime there is a Level 3 Emergency for Franklin County for Dublin. Mango's Place reserves the right to close early due to inclement weather. All parents with reservations will be notified.

**Items brought to the Center:** Please be sure to label any item that your child brings to the center with their name. Children are allowed to bring in items from home (such as toys or comfort items). **Mango's Place is not responsible for items that are lost, damaged or stolen while at the center.**

## **Supervision Policy**

**Arrival and Departure:** Upon arrival parents may choose to accompany their child and the acting manager to the child's classroom and then the acting manager will escort the parent back to the lobby. When picking up the child, the acting manager will verify the parent by their photo ID that was scanned into the computer on the first day of registration.

**Release of a child:** The acting manager will release children to either parent or the emergency contact person listed on the Health Enrolment Form if the parent notifies the center prior to pick up. Parents may add additional people to this list by filing out an alternative pick up form. Staff will check ID's of anyone they do not recognize.

**Parental Access:** Parents will have unlimited access to their child upon request and may evaluate the center at any time. A parent of a child enrolled at the center who is not the child's residential parent shall be permitted unlimited access to the center and be afforded

the same rights as the residential parent, unless there is a court documentation limiting access and conditions of the non-residential parent.

**Supervision of Infants/Toddlers/Preschoolers:** At no time will a child be left unattended. Staff will supervise children at all times, including naptime.

**Group Assignment:** At the time of arrival, each child will be assigned to a teacher and escorted to the appropriate area. Teachers are responsible for supervising their assigned children at all times.

**Cell Phones:** Each parent must provide a cell phone number where they can be reached at all times.

**Secured Play Area:** Once children are checked into the facility, they will enter a secured play area. They will not be permitted to leave until the authorized parent returns. No unauthorized persons will be allowed in the secured play area.

**Teachers:** All teachers will be pre-screened with a thorough background check, including a criminal record check with the Bureau of Criminal Investigation. At all times there will be a teacher certified in CPR, First Aid, communicable disease and child abuse recognition and prevention at the center.

**Child Abuse Reporting:** All staff members are mandated reporters of child abuse. If staff has suspicions that a child is being abused or neglected, they MUST make a report to the local children's services agency. The safety of the children is always our first concern.

### **Staff/Child Ratios and Maximum Group Size**

1:5 or 2:12	Infants (0-12 months)
1:6	Infants (12 months – 18 months)
1:7	Toddlers (18months – 36 months)
1:12	Preschoolers through School age (3 years – 10 years)

Maximum Group sizes are as follows

5	Infants (for drop off)
10	Infants (for full time)
14	Toddlers
24	3 -10 years old

Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include naptime, lunch time, outdoor play or special activities.

**Daily Schedules Infant Schedule:** Mango's Place follows all directions given to us by a parent (This is a sample ONLY) The daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want the kids to view Mango's Place as a safe and comforting place, where they know what to expect and when to expect it.

<p><b><u>Infant Daily Schedule</u></b></p> <p>8:00am-9:00am Breakfast (following schedules provided by parents)</p> <p>9:00am-10:00 am Individual Activities- exploration of materials</p> <p>10:00-10:30 Snack (schedules provided by parents are followed)</p> <p>10:30-11:30 Nap (individual nap schedules provided by parents are followed)</p> <p>11:30-12:00 Gross motor activities</p> <p>12:00-12:30 feeding schedules provided by parents are followed)</p> <p>12:30-2:00 Individual Activities- exploration of materials</p> <p>2:00-2:20 Snack (provided by parents are followed)</p> <p>2:30-3:30 Nap (individual nap schedules provided by parents are followed)</p> <p><b>3:30-5:30</b> Gross motor activities/music</p> <p>5:30-6:00 Story time</p> <p>6:00-6:30 Music</p> <p>6:30-7:00 Sensory play</p> <p><b>Friday evening</b></p> <p>6:00-6:30 Dinner</p> <p>6:30-7:00 Sensory Play</p> <p>7:00-7:30 Gross Motor activities</p> <p>7:30-8:00 Music</p> <p>8:00-8:30 Snack (schedules provided by parents as followed)</p> <p>8:30-9:00 Story time</p> <p>9:00-10:00 Individualized activities-exploration of material</p>	<p><b><u>Toddler Schedule</u></b></p> <p>8:30-9:30 Free play/Centers</p> <p>9:30-10:00 Circle Time/Science and Language</p> <p>10:00-10:30 Snack</p> <p>10:30-11:00 Outdoor Play</p> <p>11:00-11:30 Arts and Crafts</p> <p>11:30-12:00 Creative Movement/Music)</p> <p>12:00-12:30 Lunch</p> <p>12:30-1:30 Free play/Centers</p> <p>1:30-2:00 Circle Time/Science and Language</p> <p>2:00-2:30 Snack</p> <p>2:30-3:00 Arts and Crafts</p> <p>3:00-3:30 Creative Movement/Music</p> <p>3:30-4:00 Outdoor Play/Organized Games</p> <p>4:00-4:30 Snack</p> <p>4:30-6:00 Centers/Free Play</p> <p>6:00-6:10 Clean up</p> <p>6:10-6:30 Dinner</p> <p>6:30-7:00 Centers/Free Play</p> <p><b>Friday evening</b></p> <p>6:00-6:30 Dinner</p> <p>6:30-7:00 Free play\Centers</p> <p>7:00-7:30 Music</p> <p>7:30-8:00 Circle Time</p> <p>8:00-8:30 Snack</p> <p>8:30-9:00 Arts and Crafts</p> <p>9:00-10:00 Free Play\Centers</p>
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<p><b><u>Preschool Age Schedule</u></b></p> <p>8:30-9:30 Free play/Centers</p> <p>9:30-10:00 Circle Time/Science and Language</p> <p>10:00-10:30 Snack</p> <p>10:30-11:00 Arts and Crafts</p> <p>11:00-11:30 Outdoor Play/Organized Games</p> <p>11:30-12:00 Creative Movement/Music</p> <p>12:00-12:30 Lunch</p> <p>12:30-1:30 Free play/Centers</p> <p>1:30-2:00 Circle Time/Science and Language</p> <p>2:00-2:30 Snack</p> <p>2:30-3:00 Arts and Crafts</p> <p>3:00-3:30 Outdoor Play/Organized Games</p> <p>3:30-4:00 Creative Movement/Music</p> <p>4:00-4:30 Snack</p> <p>4:30-6:00 Centers/Free Play</p> <p>6:00-6:10 Clean up</p> <p>6:10-6:30 Dinner</p> <p>6:30-7:00 Centers</p> <p><b>Friday evening</b></p> <p>6:00-6:30 Dinner</p> <p>6:30-7:00 Free play\Centers</p> <p>7:00-7:30 Music</p> <p>7:30-8:00 Circle Time</p> <p>8:00-8:30 Snack</p> <p>8:30-9:00 Arts and Crafts</p> <p>9:00-10:00 Free Play\Centers</p>	
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**Transitioning:** Parents will be notified when their child is ready to move up to the next classroom. At the request of a parent or the center's acting manager, a written transitioning plan will be developed. This plan will include the beginning and ending date of the transitioning period and include a transition schedule. The plan will be signed by the parent and the acting manager.

## **Guidance Policy**

Mango's Place believes that helping the child learn self-control is very important and it is our hope is that each child will learn self discipline through careful guidance and positive examples. All children will be treated with love and respect. Our behavior expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (praise for children doing the "right") and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Parents will be notified if a time out is given to their child. Staff will not impose any punishments for failure to eat, sleep or toileting accidents. This discipline policy applies to all staff and parents while they are at the center. If the child demonstrates behavior that requires frequent "extra attention" from the staff member, Mango's Place may develop and implement a behavior management plan with the consultation of the child's parents and would be consistent with the requirements of Rule 5101: 2-12-22 OAC. If a situation arises where a child is consistently endangering himself, peers or staff, Mango's Place will document every incident, and keep it in that child's file. If problems continue, it may eventually become necessary to revoke your membership. Prior to this occurring, every attempt will be made to work together with the parents and the child to correct the behavior. The safety of children is always our primary concern.

## **Meals and Snacks**

Mango's Place provides the Toddler and Preschool class with a nutritional snack at 10:00am, 2:00pm, and 4:00pm Monday through Friday and additionally at 8:00pm on Fridays only. Each snack will contain at least two nutritional foods. Children attending between the hours of 11:00am through 1:30pm will be required to pack a lunch. Mango's Place is required to supplement every child without a lunch during these times. There will be a charge for supplement meals. Lunch is served at 12:10pm and on Friday dinner will be served at 6:10pm. All meals must meet the following criteria: Milk, one serving of protein or protein supplement, two servings of vegetables and/or fruits, and one serving of bread or grains. ***In consideration of those with allergies, all items that contain peanuts, or may contain peanuts, will not be permitted in the center. (Please read labels).*** Please note: Mango's Place is unable to warm up food, therefore please bring food that your child can eat cold or at room temperature. Mango's Place will post a snack list and a supplemental food list for parents to review in the lobby. Also, Mango's will provide a nutritional guideline for parents in helping them choose a balanced and nutritional meal for their children.

**Infants:** Parents of bottle-fed children will be responsible for providing all prepared and premixed bottles. All bottles or sippy cups must be labeled with the child's first and last name and the date. Mango's Place will provide a refrigerator for bottle and sippy cup storage. Teachers will feed infants (8 weeks to 18 months) according to the schedule indicated by the parent.

**Infant/Toddler Special Instructions:** Upon arrival, parents of infants and toddlers will fill out an instruction care sheet for their child. This information will be given to the child's assigned Teacher. At departure, the Teacher will give the parent information on the child's visit including sleep, eating and activities.

**Diapering:** Parents are responsible for providing sufficient diapers for their child's visit. Teachers will follow the parent's instructions for children who are in the process of potty training. Parents are asked to provide a change of clothes for all children under the age of 5. All diaper bags or extra clothing needs to be clearly labeled with the child's name.

**Sleep:** Lil' Lagoon will provide a crib for each child under the age of 18 months and follow nap times provided by parents on the infant care sheet. At no time will children be permitted to sleep in car seats or swings. Infants will be placed in cribs on their backs only. Toddlers and Preschoolers will be provided with a cot and a resting place for naps at the parent's request.

## **Emergencies**

Mango's Place has devised several procedures to follow in the event of an emergency while children are in the center. In the event of a fire, or tornado staff will follow the written instructions posted in each classroom describing emergency evacuation routes and the procedure to ensure that the children arrive at the designated spot. The center conducts monthly fire drills, and periodic tornado drills. Should Mango's Place need to evacuate due to fire or weather conditions or the loss of power, heat or water, our emergency destination is across the parking lot in the grass area. Parents or the emergency contacts listed on the health and enrollment form will be contacted to pick up their child. In the unlikely event there would be an environmental threat or a threat of violence, the staff will; secure the children in the safest location, and follow the directions given by the proper authorities and contact the parents as soon as possible. An incident report will be provided to the parent.

## **Accidents**

During the hours of operation a staff member certified in First Aid/Communicable Diseases and CPR will be present at all times. In the case of a minor injury, staff will administer basic first aid and TLC. If the injury/illness is more serious, first aid will be administered and the parents will be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified and a staff member will accompany the child to the hospital with all available health records. Only parents or EMS will transport. Under no circumstances will a staff member transport a child.

An incident/injury report will be completed, and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four hours after the incident occurs. The center shall also contact licensing personnel from the appropriate ODJFS office within 24 hours when there is a "general emergency" or "serious incident, injury or illness". The report will be provided to licensing staff within 30 days of the incident.

**Management of Illnesses:** Mango's Place strives to promote a healthy environment by decreasing the chance of spreading illnesses. Please do not bring your child to the center if your child is experiencing any of the following signs or symptoms of illness: temperature above 99 degrees Fahrenheit, diarrhea, severe coughing, difficult or rapid breathing, yellowish skin or eyes, redness or discharge of the eyes, sore throat, vomiting, untreated infected skin patches or rashes, evidence of untreated lice or other parasitic infestations. Mango's Place will immediately notify the parent of the child's condition when a child at the center has been observed with signs or symptoms of illness. The child shall be separated from other children and their parent called to immediately pick up the child. If a child has been exposed to a communicable disease, Mango's Place will notify the parent at pick-up by giving them a communicable disease form. Mango's Place reserves the right to refuse admission to any child with the above symptoms or any other signs of illness.

**Medications:** Parents must complete the medication request form before staff can administer medication to the children. Medications will be stored in a designated area inaccessible to children.

### **Outdoor Play**

Outdoor play will be included in our program on a daily basis. Outdoor play will be cancelled when temperature (wind chill and heat index factored in) drop below 30 degrees or rise above 90 degrees, rain, lightning, threatening weather or ozone warnings. Please dress your children appropriately according to the weather so they can be prepared to be outside. Children not dressed appropriately will be given other indoor activities. Also, please remember sunscreen during hot, summer months.

Because sunscreen is considered a medication, every child must have a Request For Administration Of Medication Form completed and kept in their file. This form is good for 1 year. This form will allow Mango's Place staff to apply sunscreen to your child when going outside to play on hot sunny days.

### **Parent Participation**

**Parent-Teacher Interaction:** Mango's Place provides an open door communication policy. Please feel free to talk to any Teacher about your child's care. If you have any problems or concerns with staff or your child's care, please address them with the acting manager. If you are not satisfied with the results, please ask to be directed to an owner.

**Participation:** Parents are encouraged to discuss any questions or concerns regarding their child's care and development with the center's acting manager. Parents are encouraged to participate in occasional events. Rosters of name and telephone numbers of the Parent/Legal Guardians of children attending the Center are available upon request. The rosters are prepared in accordance with Rule 5101:2-12-54. You may elect to be excluded from the roster.

**Licensing information:** Mango's Place is an Ohio State Licensed Childcare Center. Inspection. A copy of State required information is enclosed. Please take the time to read the information.