

# PARENT HANDBOOK



## Policies and Procedures for Mango's Place

5601 Woerner Temple Road  
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(614) 790-9970  
dublin@mangosplace.com

3967 Presidential Parkway Suite I  
Powell Ohio 43065  
(614) 792-9970  
powell@mangosplace.com

### Hours and Days of Operation

**Weekday Hours:** Monday through Friday 7:00am to 6:30pm.

**Weekend Hours:** Powell location: Open every Saturday from 10am – 10pm.

Please see our website for updated weekend hours and closings.

### Service and Programs Offered

**Hourly drop in:** Mango's Place provides a flexible, hourly childcare service for children aged 6 weeks to 10 years. 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:** available for parents who have a consistent day and time every week they will need childcare. This schedule can be cancelled or changed at any time and there is no long term commitment.

**Full time care:** defined as 30 hours or more a week. This program is for parents who will need full time child care for children 6 weeks to 10 years of age. Please see our full time policy for more details.

**Preschool:** Mango's Place Preschool offers three programs for children aged 2½ to 5 years old. Our programs are 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. The last day to enroll in our Preschool program is January 31<sup>st</sup>.

**Summer Camp:** Mango's Place offers a fun and educational program for children ages 2½ through 8. 10 one week sessions are offered from 9am to 2pm every day. Ask for more information.

### Registration

**Membership Fee:**

**Single Child: \$30.00**

**Family: \$50.00**

Every child must be a registered member to make reservations and enjoy the services offered by Mango's Place. This is an annual fee that keeps a family's membership active.

*Membership fees are non-refundable.*

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## Required Forms:

### *Enrollment and Health Information Form*

This document is required by Ohio Department of Job and Family Services. All sections must be completed in full. This includes all parents listed with contact numbers, at least one emergency contact who lives within an hour's drive of the center and other information that may be important during your child's visit. Each child must have their own copy. This form must be filled out by parents or legal guardians as it is a legal document. This form can be found on our website or by visiting one of our locations.

### *Medical statement*

An ODJFS medical statement, signed by a physician, is required to be submitted within the first 30 days of registration at the center. Children will not be permitted into the center if the form is not submitted within the 30 day time frame. Children who are Kindergarten age or older are not required to submit this form. Medical statements must be updated every 13 months.

## Pricing Structures

### Hourly Fees

One child: \$8.75/hour

Two siblings: \$14.50/hour

Each additional sibling: \$3.00/hour

**All payments made to Mango's Place are non-refundable.**

### **Mango's Packages**

Mango's Place offers three different package rates. When a client purchases one of the below packages, they will receive the associated discounted rate until the package is depleted. At that point, clients will be charged the non-discounted rate or can purchase a new package. Money on account is non-refundable and does not expire as long as you are a current member of Mango's Place.

### **Parent initials** \_\_\_\_\_

#### **\$100 on account**

One child: \$8.50/hour

Two siblings: \$14.25/hour

Each additional sibling: \$3.00/hour

#### **\$250 on account**

One child: \$8.25/hour

Two siblings: \$14.00/hour

Each additional sibling: \$3.00/hour

#### **\$750 on account**

One child: \$7.25/hour

Two siblings: \$13.00 hour

Each additional sibling: \$3.00/hour

### **Full Time Pricing (please be sure to sign a copy of the full time policies and procedures)**

**Full Time Infant: \$250/week**

**Full Time Toddler/Junior: \$230/week**

Children who attend Mango's Place 30 hours or more a week are offered our full time pricing option. When a full time schedule drops below 30 hours in a week, the child will be charged an \$8.00/hour rate for that week. Parents do not pay for care that they call a cancel 24-hours in advance, such as vacation or sick days. A 5% discount is available if you have two or more full time children enrolled. This discount will be taken off the youngest child's tuition.

Mango's Place full time pricing only includes our weekday hours, and excludes weekend and extended hours.

Fulltime care must be pre-scheduled and pre-paid on the first day of attendance for the week.

**Payment:** is required at the time of pick up. Charges will be calculated by half hour increments either on the hour or half hour. Full time charges will be due at the beginning of the week. Accepted forms of payment are cash, check, Visa, Discover or Master Card.

Our tax ID # is 32-0346770

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**Returned Checks:** All returned checks will incur a \$30 fee. This fee as well as the initial amount owed must be paid upon your child's next visit.

### Reservations

**Making a Reservation:** To guarantee a place for your child, Mango's Place recommends that parents schedule their child's reservation as far in advance as possible. You must be an active member in order to make a reservation for your child. Drop-offs without an appointment will be accepted if space is available. Reservations can be made on the hour or the half hour. You can make a reservation by leaving a voicemail or through the Mango's email on our website. We will return your call only if there is a conflict.

**Changing a Reservation:** Changes in reservations can be made before or at the time the child is dropped off. If you need to extend your reservation while your child is at Mango's Place, you must call to verify availability. There is a five minute grace period for reservations. This means you may drop your child off five minutes before your reservation begins or pick up five minutes after your scheduled time without an additional charge as long as there is space in your child's classroom. If you drop off any earlier than five minutes or are more than five minutes late you will be charged for the full half hour, as well as a \$15.00 late fee per child. The only exception to this rule is if you have verified with a manager that space is available past your original reservation time. If space is not available, and your child is picked up past the reservation time, the late fee will be added. **You are obligated to pay for the length of the reservation even if your child is picked up early.**

**Parent's initials** \_\_\_\_\_

**Late Pick-up:** If you fail to pick up your child by the end of your reservation or by closing time, there will be a \$15 late fee per every 5 minutes past end of reservation/closing in addition to the amount due for the total time your child was at the center. Upon your third late pick-up, you will no longer be able to make reservations.

**Cancelling a Reservation:** If you wish to cancel your reservation, please call 24 hours prior to the scheduled time of your reservation or you will be charged for the time reserved.

**Weather Policy:** Mango's Place will be closed anytime there is a Level 2 Emergency for Franklin County for Dublin/Delaware County for Powell clients. 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 first and last name as well as the date. Children are allowed to bring in items from home (such as toys or comfort items). All infants and toddlers are required to have their diaper bag labeled with their first and last name on a bag tag. **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 taken when registered and linked to their child's account.

**Release of a child:** The acting manager will release children to either parent listed on the Health Enrollment Form. Parents may add additional authorized pick-up people to a list by filing out an alternative pick up form in advance. Managers will keep a photo on file of parents/authorized adults at registration to reference each day at pick up. Staff will check ID's of anyone without a picture on file.

**Parental Access:** Parents will have unlimited access to their child upon request and may evaluate the center at any time. We have an open door policy where parents can stop in quickly to check on their child and rooms are always visible. A parent of a child enrolled

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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 the care and supervision of 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 are 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 manager 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

Infants (0-12 months) 1-5 ratio
Infants (12 months – 18 months) 1-6 ratio
Toddlers (18months – 36 months) 1-7 ratio
Preschoolers through School age (3 yrs –10 yrs.) 1-12 ratio

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.

**Transitioning:** Parents will be notified when their child is the appropriate age to move up to the next classroom and will sign a transition sheet. At the request of a parent or the center's acting manager, a transition plan will be put in place to help the child transition to the next classroom.

### 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. Breaks will be age appropriate in length and done within the classroom. Parents will be notified if a break 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 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 the incidents, 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.

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### Meals and Snacks

Mango's Place provides the Toddler and Junior classes with a nutritional snack at 10:00am, 2:00pm, and 4:00pm Monday through Friday and 8:00pm on Saturday nights. Each snack will contain at least two nutritional food groups. 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 a meal to every child without a lunch during these times. There will be a \$3.00 charge for supplemental meals. Lunch is served at 12:10pm and dinner will be served at 6:00pm.

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/tree nuts/coconuts, or may contain peanuts/tree nuts/coconuts, 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 (6 weeks to 18 months) according to the schedule indicated by the parent.

**Breastfeeding/pumping:** For mothers who need to breastfeed or pump while in a Mango's Place facility please see manager on site for best available location.

### 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. Teachers are not allowed to put infants in their car seats.

**Diapering:** Parents are responsible for providing sufficient diapers for their child's visit. Diapers are changed every 2 hours unless soiled in between or according to parent's instructions. Teachers will follow the parent's instructions for children who are 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. A sufficient amount of diapers must be provided for the child's visit. Mango's Place will provide extra diapers if needed, for a cost of \$1.00 per.

**Sleep:** Infant classrooms 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. If you provide a blanket for your child please make sure the tag is labeled with your child's name. Blankets are not permitted in cribs for infants under 12 months – please provide wearable sleepwear as an alternative option. 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/additional authorized persons 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.



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### Allergies

All children over the age of 17 months with known allergies will be given a wristband every day at drop off time. We ask that the parent dropping off takes a moment to fill out their child's allergy and assist in putting the wristband on their child.

### Incidences/Illnesses

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. 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. Children must be fever free for 24 hours before returning to Mango's Place. If a child has been exposed to a communicable disease, Mango's Place will notify the parent by posting a communicable disease sign in the lobby. 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.

All medications brought to Mango's must meet the following requirements:

- Medication must be in its original container
- Request for the Administration of Medication form must be completed by parents/ legal guardians
- All prescription medication must have prescription label attached
- Any child with an inhaler or epi-pen must have an additional form filled out for administration
- Diaper creams/topical products are considered medications
- First dose of a medication cannot be administered at the center

### 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 25 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.

According to ODJFS licensing, sunscreen is considered a medication and 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.

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## Daily Schedules

**Infant Schedule:** Mango's Place encourages our infant parents to fill out a daily schedule for their child upon drop-off. This includes, but is not limited to, eating times, sleep times, comfort items, special instructions, etc.

**Toddler/Junior Schedule:** 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. The schedule for each classroom is listed below

<u>Toddler Schedule</u>		<u>Junior Schedule</u>	
7:00-8:00	Teacher initiated free choice	8:30- 9:30	Free play/Centers
8:10-8:30	Numbers and Math	9:30-10:00	Circle Time & Science/Language
8:40-9:00	Language Arts	10:00-10:30	Snack
9:10-9:40	Circle Time	10:30-11:00	Arts and Crafts
9:40-10:00	Gym and Kitchen	11:00-11:30	Outdoor Play/Organized Games
10:00-10:15	Snack	11:30-12:00	Creative Movement/Music
10:15-10:30	Aerobics	12:10-12:30	Lunch
10:30-10:45	Craft	12:30-1:30	Free play/Centers
10:45-11:15	Outside/Indoor Games	1:30-2:00	Circle Time/Science & Language
11:25-11:35	Music	2:00-2:30	Snack
11:35-12:00	Dramatic Play	2:30-3:00	Arts and Crafts
12:10-12:30	Lunch	3:00-3:30	Outdoor Play/Organized Games
12:30-2:00	Nap or Puzzles/Sensory/Science	3:30-4:00	Creative Movement/Music
2:00-2:15	Snack	4:00-4:30	Snack
2:15-2:30	Aerobics	4:30-6:00	Centers/Free Play
2:30-2:45	Construction	6:00-6:10	Clean up
2:45-3:00	Transportation	6:10-6:30	Centers
3:00-3:15	Art		
3:15-3:45	Outside/Indoor Play		
4:00-4:15	Snack		
4:15-4:30	Books & Songs		
4:30-5:00	Science/Sensory		
5:00-6:30	Teacher Initiated Free Choice		

## 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 the director or owner.

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

Mango's Place occasionally takes photographs for use in our center. We would like your permission to use pictures of your children.

\_\_\_\_\_ YES. I grant permission to use photos of my child.

\_\_\_\_\_ NO. I do NOT grant permission to use photos of my child.

I have reviewed and received a copy of Mango's Place Policies and Procedures.

**Parent\Guardian signature** \_\_\_\_\_