

PARENT HANDBOOK





Mango's Place Philosophy	2
General Information	2
Locations.....	2
Hours and Days of Operation.....	2
Daily Schedules	2
Staff/Child Ratios and Maximum Group Size	3
Meals and Snacks.....	4
Modified Diets/Food Supplements/Medical Food	5
Breastfeeding/Pumping	5
Outdoor Play	5
Parent Participation	6
Parent/Teacher Interaction	6
Service and Programs Offered	6
Registration and Pricing	6
Required Enrollment Forms.....	7
Reservations.....	8
Weather Policy.....	9
Delays/School Closures	9
Suspension / Expulsion	9
Items brought to the Center	9
Arrival and Departure	9
Absence Policy	9
Arrival from other programs	9
Release of a child	9
Supervision and Security Policies.....	10
Guidance Policy.....	10
Children under 3 years old - Special Instructions and Care	11
Naps and Resting	11
Emergency Preparedness and Response	12
Incidences/Illnesses	12
Medications	13
Water activities/swimming.....	14
Field trips	14
Licensing information	14
Formalized Assessment	14
Problem Solving	14
Technology, Photography & Social Media	14



Mango's Place Philosophy

Mango's Place philosophy is composed of our Vision, Purpose and Values. We navigate our day-to-day operations based on our own personal growth, self-discovery and focusing on the success of others. Our team is committed to investing in the lives of children, inspiring each other, and connecting with our parents.

While we are focused on providing an alternative to traditional childcare, our commitment is to build a community of people who value empathy, trust, and protecting the hearts of children. "When we create an opportunity for others, they will and can create a bigger opportunity for themselves." - Mary Frances Curtis

General Information

Locations

<u>Dublin</u>	<u>New Albany</u>	<u>Powell</u>
5600 Rings Road Dublin, OH 43016 Phone: (614) 790-9970 Fax: (614) 745-8990 Email: dublin@mangosplace.com	6261 Albany Way Drive Westerville, OH 43081 Phone: (614) 367- 5900 Fax: (614) 704-5660 Email: newalbany@mangosplace.com	3967 Presidential PKWY Ste I Powell, Ohio 43065 Phone: (614) 792-7720 Fax: (614) 389-7137 Email: powell@mangosplace.com

***Your membership is transferable between these three locations. However, your required forms and purchased hours by the bunch may not transfer. Please ask for details at the location you are registered at.**

Hours and Days of Operation

Dublin - Weekday Hours: Monday through Friday 7:00am to 6:00pm.

New Albany - Weekday Hours: Monday through Friday 7:00am to 6:00pm.

***Powell - Weekday Hours:** Monday through Friday 8:00am to 5:00pm.

Closings: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and day after, Christmas Eve, Christmas Day and day after. Please see our website for updated hours and closings. *Mango's Place reserves the right to close our locations for the safety of our staff and families, due to severe weather or unforeseen circumstances.

Daily Schedules

Zoe and Gia 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.

Leo and Tai's/ Mango's Room Schedule (ages 18 months – 7 years): 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>Leo and Tai's Room (ages 18 months – 3 years) Schedule</u> 7:00-8:00 Arrivals/Small group centers 8:00-9:00 Sensory and Dramatic Play 9:00-9:30 Large/ fine motor Activities 9:30-9:50 Circle Time/Music 9:50-10:00 Transition/routine care 10:00-10:15 Snack 10:15-10:30 Sensory and Dramatic Play 10:30-11:00 Craft/Art/Exploration 11:00-11:15 Transition/routine care 11:15-11:45 Outside/Gross motor 11:45-12:00 Transition/routine care 12:00-12:45 Lunch 12:45-2:00 Nap/Table centers/Fine motor 2:00-2:30 Large/ fine motor Activities 2:30-3:00 Craft/Art/Exploration 3:00-3:15 Snack 3:15-3:30 Transition/routine care 3:30-4:00 Outside/Indoor Play 4:00-4:30 Transportation/Kitchen/Music 4:30-5:00 Story Time/ Movement and Music 5:00-6:00 Teacher Initiated Free Choice *Powell location is open 8am – 5pm (the schedule has been adjusted accordingly)	<u>Mango's / Jungle Room (ages 3 – 7 years) Schedule</u> 7:00-8:00 Teacher's Choice/Centers 8:00-8:30 Fine Motor 8:30-9:00 Music and Movement 9:00-9:30 Outside/Gross Motor 9:30-10:00 Circle Time 10:00-10:30 Snack 10:30-11:00 Small Group Centers 11:00-11:30 Dramatic Play 11:30-12:00 Arts & Craft 12:00-12:30 Lunch 12:30-1:00 Small Group Centers 1:00-1:30 Outside/Gross Motor 1:30-2:00 STEM 2:00-2:30 Circle Time 2:30-3:00 Small Group Centers 3:00-3:30 Music and Movement 3:30-4:00 Snack 4:00-4:30 Fine Motor 4:30-5:00 Dramatic Play 5:00-6:00 Teacher's Choice/Centers *Powell location is open 8am – 5pm (the schedule has been adjusted accordingly)
<u>Zoe and Gia's Room (ages 6 weeks - 18 months) Schedule</u> 7:00-9:00 Arrivals: Breakfast / Music Exploration 9:00-11:00 Gross Motor: Tummy time, Crawling, Walking, Movement, High Contrast Toys 11:00-1:00 Lunch Time: Quiet and Circle Time 1:00-3:00 Cognitive Development: Sensory Exploration, Colorful Playmats 3:00-5:00 Fine Motor: Visual Tracking, Art and Texture Exploration 5:00-6:30 Departures: Dinner / Snack, Music Exploration *Powell location is open 8am – 5pm (the schedule has been adjusted accordingly)	<u>Preschool Room (ages 3 – 5 years) Schedule</u> 9:00am / 1:00pm Arrival 9:15am / 1:15pm Welcome Work 9:30am / 1:30pm Circle Time 9:45am / 1:45pm Snack 10:00am / 2:00pm Language Arts 10:15am / 2:15pm Recess 10:30am / 2:30pm Snack 10:45am / 2:45pm Music / Art 11:00am / 3:00pm Social Studies 11:15am / 3:15pm Science 11:30am / 3:30pm Math 11:45am / 3:45pm Centers 12:00pm / 4:00pm Pack-Up / Dismissal

Staff/Child Ratios and Maximum Group Size

Ratios/Group Size requirements: Child/staff ratios and group size limitations will always be maintained. If there are seven or more children in the center, a minimum of two Mango's Place employees will be on site. Children will be assigned a permanent group daily including specific staff members that are responsible for their care and supervision. These groups are organized for the safety of children and to promote a fun and educational environment. 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 nap time, lunch time, outdoor play or special activities. If multiple age groups are combined – staff/child ratio will follow the youngest child ratio of that group.

Transitioning classrooms: Parents will be notified when their child is the appropriate age to move up to the next classroom and will sign a transition agreement. 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.

Attendance Records: Shall be available for one year for children who have used Mango's Place.



Children Ages	Staff Member / Child Ratio	Maximum Group Size
Infant (6 weeks – less than 12 months)	1:5 / 2:12	12
Infant (12 months – less than 18 months)	1:6	12
Toddler (18months – less than 3 years)	1:7	14
Toddler (2 ½- 3 years old)	1:8	16
Programs (3 years – 6 years)	1:10	20
Mango's Jungle Room (3 years – 7 years)	1:12	24

Meals and Snacks

No child shall go longer than 4 hours without being served a snack or meal, with the exception of a sleeping child. Mango's Place provides Leo, Tai and Mango classes with a nutritional snack at 10:00am and 3:00pm Monday through Friday.

Meal and Snack food group requirements: Contents of all meals or snacks must be selected from the following basic food groups (unless a child has an alternate diet based on religious, cultural or medical reasons (see modified diets and food supplements below):

- Meat or meat alternative
- Breads and grains
- Fruits and vegetables (juice may be used if undiluted and 100%)
- Milk / dairy

Parent provided meals - must include 1/3 of the recommended daily dietary allowances as specified the by USDA.	- 1 serving of fluid milk - 1 serving of meat/meat alternative - 2 servings of fruit and/or vegetables - 1 serving of bread/grains
Mango's provided snacks – will provide the required 1 serving each from 2 out of the 4 basic food groups as specified the by USDA. (Provided snacks are posted in center lobbies)	- 1 serving of fluid milk - 1 serving of meat/meat alternative - 2 servings of fruit and/or vegetables - 1 serving of bread/grains

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 \$4.00 charge for supplemental meals. Please see a front manager for supplemental food details. Lunch is served at 12:00pm.

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).

Safe Food Handling:

- Eating utensils will be suitable for the age and developmental level of the child
- Food will not be served on bare tables for children of any age
- Infants may have food placed directly on a removable highchair tray – in which the tray will be removed after each use to be washed and sanitized properly
- Food shall be properly stored for children of all ages
- Children must be sitting upright and not walking around while eating
- Choking hazards (please see the chart below for guidelines regarding this)



Children Ages	Size to be cut	Examples of Foods that need to be cut
Zoe and Gia's Rooms (6 weeks – less than 18 months) Leo and Tai's Room (18months – less than 3 years)	1 / 4 Pieces	Large pieces of meat: Hotdogs/ Chicken Large pieces of Cheese Fruits: Grapes / Apples / Cherries Raw Vegetables: Tomatoes Bread / Pizza (especially if cold)
Mango's Jungle Room (3 years – 5 years of age)	1 / 2 Pieces	Large pieces of meat: Hotdogs/ Chicken Large pieces of Cheese Fruits: Grapes / Apples / Cherries Raw Vegetables: Tomatoes Bread / Pizza (especially if cold)

Modified Diets/Food Supplements/Medical Food

If your child is on a modified diet/needs medical food this will be food that the parents must provide. If a child requires food supplements/medical food - such as pediatric drinks, or is on a modified diet, the parent/guardian and pediatrician of the child must fill out the JFS 01217 form. Please see a front manager for this.

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. Individual servings/packages of food or drink, once served to a child, shall be discarded or sent home if not consumed during a snack or mealtime.

Infant Classrooms: Mango's Place will provide a refrigerator for bottle and sippy cup storage. Teachers will feed infants (6 weeks to 18 months) per the schedule indicated by the parent.

Bottle criteria:

- Bottles/sippy cups must be labeled with a child's first, last name and the reservation date.
- Breast milk is required to have an additional label for the date it was pumped.
- Formula bottles are required to be premixed.
- Glass bottles are not permitted for classroom safety.
- Silicone bottles are not permitted for warming purposes.

***NOTE:** If a bottle of formula/breast milk has been warmed and served, but not fully drank in an hours' time, the remaining milk will be disposed of. If there are concerns with milk being disposed of during your child's stay at Mango's Place, we recommend sending several bottles portioned with smaller quantities of ounces in each one. This is to ensure formula/ breast milk can be sent back home if unused for the day.

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.

Breast Milk Storage: Mango's follows the state recommended guidelines for serving breast milk. Breast milk must not only be labeled with the child's first and last name and that day's date, but also must have the date that the milk was pumped. Breast milk is kept good for the following rules set by the OHIO DEPARTMENT OF CHILDREN AND YOUTH (DCY):

- In a refrigerator for up to 5 days from the date the breast milk was pumped
- In a freezer compartment inside a refrigerator for 2 weeks
- In freezer compartment of a refrigerator for 3-6 months
- In a freezer chest or upright freezer for 6-12 months

Outdoor Play

Outdoor play will be included in our program daily and is in a fenced in area attached to our building. Children will be always supervised during outdoor play and will never be left alone. Children have quick access to an outdoor drinking fountain and shaded areas are



provided. The outdoor play area is inspected thoroughly each quarter to ensure that we are staying with the health and safety guidelines for our children.

Outdoor play will be cancelled when temperature drops below 25 degrees or rises about 90 degrees. Outdoor play decisions also consider humidity, heat index, wind chill, air quality, lightning, ice, and other weather-related safety concerns. Please dress your children appropriately per the weather so they can be prepared to be outside. Children not dressed appropriately will be given other indoor activities.

Mango's Place provides sunscreen for all children. If you choose to supply your own or if your child cannot have sunscreen applied, please speak with a manager.

Parent Participation

Getting involved: Our academic programs give parents to opportunity to get involved with class parties, book drives and show and tell! If you are looking for additional ways to get involved, please see your program's Administrator. Mango's Place provides an open-door communication policy.

Parent/Teacher Interaction

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 Administrator or owner.

Babysitting

It is a conflict of interest for Mango's Place staff members to babysit for clientele during operating hours.

Service and Programs Offered

Hourly Reservations: Mango's Place provides a flexible, hourly childcare service for children aged 6 weeks to 7 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.

Flexible Scheduling: An alternative to full-time childcare, flexible scheduling allows parents the option to set reoccurring days and times based on their needs. A "set schedule" will guarantee and lock in your child's on-going reservations. Available for parents who have a consistent day and time every week they will need childcare. This schedule can be cancelled or changed prior to 24-hrs notice. Please see our cancelation policy for details on how to cancel a reservation.

Preschool/Pre-Kindergarten: Mango's Place offers three programs for children aged 3 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 programs are in attendance from September through May and our teachers are degreed in Early Childhood Education. The last day to enroll in our preschool program is September 15th.

Summer Camp: Mango's Place offers a fun and educational program for children ages 3 through 7. Nine – ten, one-week sessions are offered as either a half day program from 9am to 12pm Monday – Friday or a full day program from 9:00am – 3:00pm Monday - Friday. Ask the front desk for more information.

Registration and Pricing

Membership Fees:

Single Child: \$50.00

Family: \$80.00



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.

Contact your location directly for their center's tax ID.

Required Enrollment Forms

Enrollment and Health Information Form

This document is required by the Ohio Department of Children and Youth (DCY). All sections must be completed in full. This includes all parents listed with contact numbers, at least one emergency contact 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.

Child Immunization Verification

A current immunization record or approved exemption documentation must be on file prior to your child's first day of attendance. Children may not begin care until all required enrollment documentation has been received. Children with approved medical or religious immunization exemptions will receive the same care and services as all enrolled children in accordance with Ohio childcare licensing regulations.

Hourly Pricing

One child: \$14.00/hour

Second child: \$5.60/hour

Each additional sibling: \$4.20/hour

HOURS BY THE BUNCH

Purchase BUNCHES of hours and receive hours for FREE!

Purchase 180 Hours for \$2,520.00 20 FREE Hours 200 hours total	Purchase 92 Hours for \$1,288.00 8 FREE Hours 100 hours total	Purchase 47 Hours for \$658.00 3 FREE Hours 50 hours total	Purchase 24 Hours for \$336.00 1 FREE Hour 25 hours total
---	---	--	---

Hours by the Bunch: When purchasing hours, please ask if they can be utilized at other locations, this option is limited. Please review our Hours by the Bunch policy for details.

Payment: is required at the time of pick up. Clients with outstanding balances will not be permitted to make any future reservations. Any balance exceeding 90 days will be submitted to collections. Charges will be calculated by half-hour increments either on the hour or half hour. Accepted forms of payment are cash, check, Visa, Discover or Master Card.

Sibling Discount Policy: Please note that our sibling discount applies to hourly care only. If one or more children are enrolled in an academic or summer program, the sibling discount will not be applied, as these programs operate on a weekly or monthly tuition structure rather than hourly billing.

Account Suspension Policy: If your account has been suspended due to an unpaid invoice – you may be at risk for permanent lockout. Upon your 3rd unpaid invoice your account will be permanently suspended and the total amount due will be sent to a collection's agency 90 days after your child's last visit.

Credit Cards on file: Mango's Place offers parents the option to keep their credit card on file (multiple cards if you choose). This allows parents: a quick check out, prevents late fee charges, convenient for reoccurring charges such as; purchasing meals, annual renewal fees, and monthly program payments. *Program payments will automatically be charged to the primary credit card, on file, on the first of the month.*

All payments made to Mango's Place are non-refundable. Parent initials _____



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

Privacy & Security Policy

We respect and are committed to protecting your privacy. We will not sell your personally identifiable information to anyone. Your payment and personal information are always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

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 to make a reservation for your child. Drop-offs without an appointment will be accepted if space is available. Reservations can be made at 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 if 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, a 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 _____

Reservation reminders: Email reminders will be sent on Sundays for your upcoming weekly reservations. Text reminders will be sent 24 hours prior to the reservation start time. Parents can choose to opt out of either reminder by notifying a front manager.

Required to Pick-up: If a manager contacts a parent regarding an unsafe or unfit situation, they will be required to have an authorized pick-up of that child within one hour of the initial phone call. The reservation will be adjusted to the pickup time.

Late Pick-up: If you fail to pick up your child by the end of your reservation, there will be a \$15.00 late fee per child in addition to the amount due for the total time your child was at the center. All sibling discounts are also removed at this time.

Past Closing Time Pick-up: IMPORTANT If you fail to pick up your child 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.

If Mango's Place has not been contacted by a parent/guardian after closing time, the manager on site will do the following steps: The first hour past closing, we will call all phone numbers parents/guardians have given us (cell phone, home phone and work phone numbers) and leave a voicemail for as many numbers as we can.

If Mango's has not been able to reach a parent/guardian 30 minutes past closing, then we will begin to call all authorized pick-ups and emergency contacts. Keep in mind that emergency contacts are NOT authorized pick-ups, they are just a way for us to contact the child's parents.

If Mango's has not been able to reach a parent/guardian an hour past closing, we will contact the local police.

Upon your third late pick-up, past closing, you will no longer be able to make reservations.

Cancelling a Reservation: If you wish to cancel your reservation, please call or email 24 hours prior to the scheduled time of your reservation. If your child does not show up for a reservation, parents will be contacted within one hour of the reservation start time. At that time – your child's reservation will be removed for the day and the \$50.00 cancelation fee will be applied.



Weather Policy

All Locations

Mango's Place will be closed anytime there is a Level 2 Emergency for Franklin County. Mango's Place reserves the right to close early due to inclement weather. All parents with reservations will be notified via text and email the morning of closing.

Delays/School Closures

Mango's Place drop in, set schedules, full-time reservations along with Preschool and Pre-K are not affected by school delays. Preschool and Pre-K will NOT follow local school closures due to weather (Dublin – Dublin city schools / Powell – Olentangy city schools / New Albany – Columbus city schools).

Suspension / Expulsion

Children may be unenrolled based on the following:

- Automatically unenrolled from Mango's Place after one year from last visit
- If children do not meet the qualifications listed below for safe play at Mango's Place
- If a parent has an unpaid balance on the account
- If an account is not current with state required documents (including Enrollment and Health/Medical Statement Forms)
- Children will not be permitted to use Mango's Place if parents choose to not grant consent for transportation to the course of emergency treatment.

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 can bring in items from home (such as toys or comfort items). **However, electronic devices are not permitted in the classroom.** All children are required to have their diaper bag and lunch boxes 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.**

Arrival and Departure

To ensure a quick drop off and pick up process, parents are encouraged to allow the front manager to assist their child in and out of the classroom. If a parent chooses to accompany their child to the classroom, a front manager will need to always remain with the parent.

Absence Policy

If you wish to cancel your reservation, please call 24 hours prior to the scheduled time of your reservation. If your child does not show up for a reservation, parents will be contacted within one hour of the reservation start time. At that time – your child's reservation will be removed for the day, and the \$50.00 cancellation fee will be applied.

Arrival from other programs

Parents must inform the center of any child arriving by any other means of transportation that is not a parent or guardian of the child. If the child is arriving by bus or other public transportation, they must pull up to the center's front door and a Front Manager will escort them in. If a child is scheduled to arrive by other means of transportation and is more than 15 minutes late, the parents of the child will be notified.

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 IDs 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, however our security policy still applies. 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 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 and Security Policies

Security Door: Mango's Place provides a secure entrance into the classrooms and access is provided to authorized parents and managers, only. For security purposes, parents will not be left unattended past the secure lobby door. The security door is always closed, and parents are prohibited access without a manager's permission and escort. The acting manager will verify the parent by their photo id/taken when registered and linked to their child's account.

Supervision of Infants/Toddlers/Preschoolers/School-age: At no time will a child be left unattended, or out of sight or earshot from the teacher assigned to their care. Staff will supervise children always, including naptime. Children will not be exposed to inappropriate language or media. Screen time will always be scheduled in advance with a parent's knowledge.

Safety Instruction: It is imperative that all children can follow verbal instructions, to remain safe, during their stay at Mango's Place. To ensure children can hear and follow safety instructions, Mango's Place prohibits employees from wearing face coverings including but not limited to, bandanas, scarves, and surgical masks (unless mandated by the state). This practice will also assist with any language barrier or children who are hearing impaired.

Group Assignment: At the time of arrival, each child will be assigned to a teacher and escorted to the appropriate area. Teachers are always responsible for the care and supervision of their assigned children.

Phones: Parents: must provide a cell phone number where they can always be reached. Teachers: will always have access to a working telephone with the ability to make outgoing phone calls in case of emergency.

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 secure 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 on child abuse. If staff have 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.

Visitors & Building Access

To help ensure the safety and security of all children, visitors are permitted in the center only with authorization from Mango's Place staff. All visitors must check in with a Front Manager upon arrival.

Visitors entering the secured areas of the center must either:

- Be escorted by a Front Manager or authorized Mango's Place employee during their visit, **or**
- Wear a Mango's Place visitor identification badge that is visible at all times while inside the center.

Visitors are expected to remain in authorized areas only and follow all center safety and security procedures during their visit.

Guidance Policy

Mango's Place believes that helping the child learn self-control is very important and it is our hope 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.

If a manager contacts a parent regarding an unsafe or unfit situation, they will be required to have an authorized pick-up of that child within one hour of the initial phone call. The reservation will be adjusted to the pick-up time.



Qualifications for children to play at Mango's Place:

1. Safe with your body. i.e., hitting, spitting, kicking, and biting
2. Appropriate language
3. Ability to keep hands to themselves.
4. Ability to follow Mango's rules – to the extent of keeping others safe.
5. Children must be capable of communicating their needs and following direction within the class size ratio.

What happens when a child does not meet the above qualifications:

1. Positive reinforcement (praise for children doing the "right") and positive redirection (removing the child and giving them an appropriate activity) will be used.
2. 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.
3. Parents will be notified if a break is initiated for their child.
4. Teachers 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.
5. Mango's Place *Behavior Policy* will be given to parents when deemed necessary.
6. Children will follow the *Behavior Policy* which includes a *Behavior Chart* that is documented daily.

Suspension or Termination of Membership:

If a situation arises where a child is consistently endangering himself, peers or staff, Mango's Place will document the incidents, and will be reviewed with the parent. This can lead to the suspension or termination of the family membership. The safety of children is always our primary concern.

When will my child need an aide?

1. If your child is enrolled in other programs where the ratio is smaller than state requirement
2. If a child demonstrates behavior that requires on going one-on-one attention, for long periods of time.
3. Not capable of communicating their needs.
4. Following direction within Mango's Place class size ratio
5. Keeping themselves safe

Mango's Place will require parents to provide an aide to accompany their child for the entirety of the reservation.

Parent Initial _____

Children under 3 years old - Special Instructions and Care

Upon arrival, parents of children aged 6 weeks (about 1 and a half months) – under 3 years of age 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 or per parent's instructions. Ohio Department of Children and Youth (DCY) requires "Diapers shall be changed immediately when wet or soiled". 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 need to be clearly labeled with the child's name. Enough 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. Desitin will be applied as needed, if you prefer to provide your own diaper cream, please let a manager know and we will accommodate this for you. If Mango's Place provides a change of clothes for your child, a \$7.00 fee per outfit will be charged to your account. If the outfit is washed and returned to the front desk, a 30-minute hourly credit will be applied to your account.

Naps and Resting

Nap and rest areas shall: have adequate lighting for proper supervision, have free and direct means of escape in case of emergency (no evacuation route shall be blocked), staff members have direct access to each individual child sleeping and have barriers from the sleep area to the play area that allow for proper staff member sight and hearing of all children. Infants shall follow nap times provided



by parents on their child's care sheet. Child who does not nap during these times may do quiet activities such as: reading, puzzles, fine motor, table centers etc.

Crib requirements:

- An individual labeled crib for each child under the age of 18 months
- All provided cribs will meet the updated federal standards.
- Cribs will be used according to manufacturer's guidelines.
- Mattresses will be firm, properly fit each crib, and be covered with a waterproof material, sanitized after each child's use and will be free of rips and tears.
- Crib dividers: will allow proper visual supervision of all resting infants, are sturdy and unbreakable, properly sanitized daily, and shall not be used if an infant can pull themselves up

Infant sleeping safety:

- Infants shall not be placed in cribs with bibs, pacifier attachments, or anything that could cause risk of suffocation
- Infants under 12 months will not be permitted to have blankets in the crib with them
- Sleepers are permitted for children under 12 months and swaddling blankets are permitted for children unable to roll over
- Nothing will be put in place that would block the view of a staff member into the crib area
- Bumper pads will not be used at any time
- At no time will children be permitted to sleep in car seats or swings
- Infants under 12 months old will be placed in cribs on their backs only

Cot/Mat requirements:

- These shall be individually assigned to children over the age of 18 months
- Each cot/mat will be properly sanitized after and in between each use
- Cots/mats will meet the proper requirements based on size and durability
- Children are not permitted to sleep on the floor unless on a cot/mat

Emergency Preparedness and Response

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. Parents/additional authorized persons will be contacted via text and email notification 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.

Mango's Place maintains a written Emergency Preparedness and Response Plan (EPRP). Staff are trained annually and follow these procedures during emergencies.

Emergency Transportation Authorization

If the parent/guardian chooses the option to NOT give permission to Mango's Place to secure emergency transportation, we will not allow the child/children on site at any time due to the health and wellness safety of your child/children.

Emergency Medical Devices & Emergency Medications

Mango's Place does not maintain an Automated External Defibrillator (AED) or Naloxone (Narcan®) on-site. In the event of a medical emergency, staff will immediately call **911** and provide care within the scope of their First Aid and CPR training until emergency personnel arrive.

Emergency medications will only be administered when all required licensing documentation is complete, the medication is provided by the parent or guardian, and the medication is on-site in accordance with Mango's Place medication administration policies.

Incidences/Illnesses

During the hours of operation, a staff member certified in First Aid/Communicable Diseases and CPR will be always present. 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 must 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 OHIO DEPARTMENT OF CHILDREN AND YOUTH (DCY) office within 24 hours when there is a "general emergency" or "serious incident, injury or illness". In the case of an incident where a child may cause serious harm to themselves or anyone around them, local authorities may be contacted to step in and help assist with the situation.

Management of Illnesses: Mango's Place strives to promote a healthy environment by decreasing the chance of spreading illnesses.

Caring for sick Children / Discharge Symptoms for an ill child

A child is sick when demonstrating any of the following symptoms:

- Temperature of at least one hundred- and one-degrees Fahrenheit (one hundred degrees Fahrenheit if taken axillary) when in combination with any other sign or symptom of illness.
- Diarrhea (three or more abnormal, unexpectedly, or unexplained loose stools within a 24-hour period).
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick (pus) eye discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots or rashes.
- Unusually dark urine and /or gray or white stool.
- Stiff neck with elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- Vomiting more than once or when accompanied by any other sign or symptom of illness.

When caring for sick children, we will:

- Isolate the sick child away from other children in another room or portion of a room, but within sight and hearing always.
- Provide the sick child with a cot or mat or the sick infant with a crib and make it comfortable.
- Notify the child's parent(s) immediately to arrange discharge and if the child's condition worsens during isolation.
- Sanitize the thermometer after each use.

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

Medications: Parents must complete the medication request form before staff can administer medication, topical products and medical food to the children. Medications will be stored in a designated area inaccessible to children.

School Age Children: Children of any age are not permitted to keep medications in the classroom.

ADA: Mango's Place follows compliance with the ADA, including administering medication to children with disabilities and administering care procedures to children with disabilities.

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
- First dose of a medication cannot be administered at the center



Water activities/swimming

Mango's Place does not provide swimming or other water activities such as: infant pools, or places with a greater depth than 18 inches of water.

Field trips

If you are interested in these please speak with a front manager about our academic programs. Field trips are not offered for children apart of our daily care outside of these programs. Mango's Place does not do other routine trips, such as walking.

Licensing information

Mango's Place is an Ohio State Licensed Childcare Center.

Formalized Assessment

Mango's Place drop-in, enrichment programs do not offer formalized assessments. If your child is a part of our academic programs (Preschool/Pre-Kindergarten) these are offered, twice throughout the school year. Results are not submitted to OHIO DEPARTMENT OF CHILDREN AND YOUTH (DCY) but will be shared with the parents.

Problem Solving

Parents: 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 Administrator or owner.

Employees: (For more of an extensive look into our training and problem-solving skills taught to our employees please see the center's Administrator).

- Identify the problem
- Identify the cause
- Believe a solution exist
- Throw open the problem to your team
- Stay calm
- Draw up a list of possible solutions
- Live with the consequences
- The best way to solve a problem is before they happen

Technology, Photography & Social Media

Classroom Media & Technology

Mango's Place believes children learn best through hands-on play, meaningful interactions, creativity, and exploration. Technology is used thoughtfully and only when it enhances developmentally appropriate learning experiences.

- **Infant, Toddler, Mango Room, Jungle, Leo, and Tai classrooms** do not utilize television or recreational screen time during the day. These classrooms may use an Amazon Echo or similar audio device to play music, songs, or white noise during classroom activities and rest time.
- **Preschool** may occasionally use brief, age-appropriate educational media to support curriculum, music and movement activities, special classroom celebrations, or learning experiences. On occasion, a G-rated movie or portion of a movie may be shown during special events or celebrations.

Screen time is never used as a substitute for active play, teacher interaction, or classroom supervision.

Appropriate Content & Safe Learning Environment

Mango's Place is committed to providing a safe, positive, and developmentally appropriate learning environment for every child.



Children will be protected from exposure to inappropriate language, media, images, music, or behavior whenever possible. This includes inappropriate content or conduct from employees, volunteers, visitors, parents, or other children while on Mango's Place premises or participating in Mango's Place activities.

All media used within the center is carefully selected to ensure it is age-appropriate, educational, and consistent with Mango's Place's mission, values, and commitment to providing a nurturing environment for children.

Photography & Social Media

At Mango's Place, we love capturing special moments and celebrating the children's daily experiences. Photographs and videos may be taken throughout the day for classroom documentation, parent communication, newsletters, our website, social media platforms, marketing materials, or other promotional purposes.

To help protect each child's privacy, Mango's Place will never identify a child by their full name or share personal information in any public post without additional parental consent.

Please indicate your preference below:

- ☐ **YES** – I grant permission for Mango's Place to photograph and/or record my child and use those images or videos for educational, marketing, promotional, website, social media, or printed materials.
- ☐ **NO** – I do not grant permission for Mango's Place to use photographs or videos of my child for marketing or promotional purposes.

Parents or guardians may update their selection at any time by providing written notice to the Center Administrator.

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

Parent\Guardian signature _____