

Employee Training

Staff Code of Conduct

- Leave cell phones in the designated area. If you are waiting on an important phone call, turn your ringer on and let the principal know so they can listen for it.
- Be positive and do not speak negatively of your coworkers
- Do not speak negatively of other daycares.
 - If a parent comes to us from another daycare that they had a bad experience at, do not feed into anything that they are saying. You can say something like “Well this is how we do it here...” and give them an explanation of what it is.
- Every child and parent is protected by confidentiality. Even if someone asks you at the grocery store if “so and so goes to your daycare”....your answer is “I’m legally not allowed to say” This goes for former children and current children. Confidentiality is key.
- If you see or feel that another coworker has an issue or area that concerns you, please directly and privately communicate with Betsey. She will discuss the issue with you and protect your
- Confidentiality
- If a child says something or displays a behavior that concerns you, speak to Betsey immediately
- Be a team player! No complaining. Communicating is the way to resolve misunderstandings!
- Any boo boo tell principal so we can take pictures for documentation
- Have fun and cherish these kids!
- Do not ask a kiddo “why are you doing something” it’s too naggy
- Always cheerfully receive a child, never act unwelcoming

Hands are for helping

- We teach kiddos to keep their hands to themselves. This helps them develop many necessary self awareness skills including
 - Personal Space
 - Preventing the spread of germs
 - Consent
 - How to listen to verbal instructions
- We need to keep our hands to ourselves for these reasons.
 - Teaching personal space
 - Preventing the spread of germs
 - Teaching consent
 - Teaching by verbal and visual instruction

But how do we change a diaper or help them up, or get them in and out of a highchair without touching them? How do we move a defiant one without using our hands to pick them up? How do we get a nap pocker to settle?

Outlined here is specifically how.....

- **Kissing:** No **never**, not here, I will flip my flapper if we do this! This is germy, and inappropriate for the daycare setting.
- **Hugging:** Sure, this is okay but of course with rules. When entering a group and they all want to hug you, you must be safe and orderly about it. One at a time, and no tackle hugs, make it quick, and move on to the next one.
 - Sometimes you're doing one on one time and make super progress with a kiddo....YES huh, and make your connection. Way to go!
 - Always make sure the hug is safe! Face turned away from theirs, trust me you'll know it when they sneeze in your mouth because you didn't turn your head.
- **High fives:** We can do it with them, they cannot give each other high fives, trust me it goes bad fast. Do not let them do them hard, teach self control.
- **Fitters:** Some kiddos must be removed from a group. Escort them to their designated time out not by their arm or hand. Get behind them, use finger on back and other hand ready to catch a potential flopper. If a total tantrum, pick up from behind, and put in proper room designated. Get principal to deal with this situation.

Demonstration required for this policy.

Demonstrator Signature

Staff member signature

- **Nap Bobbers:** Some kiddos pop their head up and then get up and so forth. Use the finger method when soothing a napper. Stand from behind, their blanket is positioned so they cannot see your finger on their back, lighten the pressure slowly, no talking, sling away when they fall asleep. The presence of your finger lets them know you are there, Pack N Play nappers only get laid down when they need it so usually in two minutes of laying down, they are sound asleep.

Comments/notes:

Questions:

Employee signature

Date

Trainer signature

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Rules

- No throwing toys
- No saying “mine”
- No name calling
- No swearing
- Hands to yourself
- No pushing
- No kissing, hugging or holding hands
- Sit right (on your bum with feet out)
- Cover (cover your cough with your arm or talk to your elbow)
- No touchies the babies
- Take turns fairly
- No screaming
- Toys from home stay with the kiddos bag
- Toys from daycare stay at daycare
- Pacifiers, blankets and stuffies stay on the kiddos bag
- When saying “sorry” the “victim” must say “thats okay!”
- No uncontrollable spinning
- After a time out or correction, the kiddos must answer with a smile!
- No pushing friends on the swings, monkey bars or tire swing

Indoor Rules

- Walk inside
- No touching the walls when walking down the hall
- Table manners
 - Raise hand when done and say “excuse me from the table”
 - Chew with mouth closed
 - Must say “thank you” for cookies
 - They need to eat their lunch or head to nap with no cookies
- At pick up time, children must go into the designated pick up area and no back into daycare.
- No flinging cars or trucks across the room (sit closer together to pass car/truck back and forth)
- When the kiddo wakes up from a nap, they have to lay down and continue their rest until it is time to get up.

Games with absolute supervision:

- Ring around the rosie

- Ball
- Mother may I
- And organized game

Outdoor Rules

- Any children with flip flops, any shoes that don't fit properly and fall off, or long dresses/ skirts are not allowed to climb on the towers. Safe shoes and attire only.
- No toys past the rocks
- No toys on the towers
- No playing with rocks
- No throwing toys/ rocks
- No sliding trucks and cars down the slides
- No dirt on towers or sides
- Wait for friend to get off the slide before going down
- No blocking (going in/out of houses, slides, towers etc)
- No flinging dirt
- Keep dirt down low
- No screaming
- Make sure there are not too many kids on the tower. Use your judgment; if it looks crowded, ask the kids to come down.
- No touching the trees and sticks due to poison ivy, caterpillars that may give rashes, insects, and the increased chance of going into the woods.
- They can play with grass and flowers as long as they aren't ripping it out of the ground and it is in the yard and not the bushes.
- No twisting the monkey bars that is attached to the tunnel tower. Twisting on the monkey bars on the center tower is OK.
- No pushing the kiddos on the swings

More Rules

- No gummy bears unless they did their "work" and needs to receive "payment" or did something wonderful that needs a reward and recognition.
- Starbursts are for potty training and reward if we are all out of gummy bears
- When its time to clean up or pick up, the staff supervises and the kids do the work, that way all eyes are on the children at all times.
- When it is snack time, the kids typically go sit on the wall. Make sure the kiddos are sitting on the wall and not on the ground, unless told otherwise.
- The kiddos are not allowed to enter the coffee room. If you need to grab something from the coffee room and you have a kiddo with you, ask for someone to watch the kiddo in the hall or grab that item before you grab the kiddo.

Bug Spray/ Sunscreen

- Each kiddo brings in their own sunscreen.
- We only use the lotion sunscreen on the face. We use the spray only on the legs and arms, never spray it on their face.
- Bug spray is only for kids that bring it in. The bug spray stays in their bag to make sure it doesn't get used on other kids.

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Words we all need to say the same

- Why do we have rules?
 - To keep us safe and happy!
- Good food puts you in a?
 - Good mood!
- Who do we play with?
 - Everybody!
- Can I use that when you're done?
- If you have a fit, you go sit.
- Help! Accompanied by a raised hand when someone is doing something they shouldn't be and need some help.
- Cover cover! Accompanied by a visual representation of you covering your mouth and nose with your arm.
- Fits are foolish... goes with explaining to the kids that its okay to be upset but a fit doesn't help.
- Take one a step back. Used when presenting a food tray
- You touch it you take it. Used when presenting a food tray
- Give it to the other guy. Whenever possible let someone else go first or have something
- When we say it you... Do It! Used to teach how to do what is instructed

Words we never say

- Mine
- I had it first
- You're not my best friend anymore
- Aint
- Bad boy/girl (staff)
- You're being bad/naughty (staff)
- Bite... we call it a shark attack
- Poop... We use #2 or stinker

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Supervision teamwork

- When working alone make sure you know how to get assistance (Walkie talkie, call out to door person)
- When working alone know who is doing diapers and bathroom breaks
- When working with a partner know who is doing your diapers and bathroom breaks whether it's one of you or the bathroom monitor/runner/principal
- When moving groups of kiddos to another location/room wait for the Green light and be the leader while someone else is the caboose. If it is a larger group, especially the littles, move two at a time.
- A large line of kids needs a Shepherd, a herder, and a sheep dog
- When you need a quick break, ask the principal for someone to cover you before leaving the group to ensure that each group has the proper amount of coverage.
- When switching a room with another staff member, make sure you update them on any information. Ex. When a baby's last bottle was, if they will need a nap soon. Or if its someone who was in time out and what they were in time out for.

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Time outs

- Make sure they understand what they did wrong
- Make sure they know what they need to do to get out of doing time
- Communicate with your work partners so everyone can follow up and encourage
- Raise hand, say sorry, no toys in timeout, sit right, no fooling around or talking
- Some kids need total removal from the group. Have principal help
- When kiddos do a time out the right way, remember to thank them
- Try to remember what certain kiddos repeat crimes are so on a new day you can remind them. This will help prevent them from time outs. Encourage them
- Purposely praise others in the play group so timeout kiddo desires that praise too.
- Some kiddos, especially new ones, may be reluctant to raise their hand. Give them little winks or quiet encouragement. Once you have a time out person overcome their experience, you have just made a connection and built trust. They are little and we are big. They learned that even though they misbehaved, they are always loved and accepted.
- Some behaviors we need to message the parents about. Please communicate with the principal any excessive timeouts, biting, showing of private areas, swearing, or anything your judgement sees needs principal attention
- Some behaviors that require a timeout
 - Taking toys
 - Not doing what we ask
 - Touching
 - Whining
 - Throwing rocks, dirt, or toys
 - Having a fit
 - Lying
 - Speaking meanly
 - Yelling at friends
 - Running inside
- Make sure your partner in the group knows why someone is in time out. That way they can help recorrect them if you have to step out of a group.

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Bathroom Monitor

- Check stall for cleanliness before letting them in. They need to follow you and go in with permission
- Help when needed for getting kiddo on potty and making sure clothes are down enough and dress/shirts are not dangling in water
- Keep a safe eyeball, not a creepy eyeball to make sure they are safe, awake, behaving and going potty
- Keep toilet paper on shelf between sinks, do not leave in bathroom
- Teach children to say “ I’m done” so toilet paper can be handed to them, only monitor gets the toilet paper for them
- Children are to wipe themselves, bathroom monitor will make sure they are clean or if they need more toilet paper
- Bathroom monitor flushes the toilet
- Restock the toilet paper, paper towels, and refill hand soap if needed
- Kids are not to lock the door
- They are not allowed to get down and peek at others or fool around
- If there’s an accident let the principal know so the clean-up process can begin
- If working with a new unreliable potty trainer let the principal know progress or document it in a designated area in the daily message book.
- Handwashing
 - No stool at sink (only need the stool for taller toilet)
 - Hands under faucet first, wait for monitor to squirt the soap. (Children are not to squirt soap themselves)
 - Kids rub hands together to spread soap
 - **Monitor** turns on the water
 - 20 seconds under the water e water
 - Monitor teaches them to keep their hands under the water
 - Monitor turns water off
 - Monitor teaches kids to wait with hands under the faucet for a paper towel
 - Monitor says when to dispose of paper towel, when the hands are dry and not dripping.
- Cheerfully dismiss child in the appropriate direction
 - If we are playing outside, make sure you say “I have the hall” or say “I have a kiddo in the bathroom right now. Can you watch the hall?” This assures that the kiddo is being watched going down the hallway so we know he made it from point A to B safely.
- If a child appears to be going extremely often make sure you tell the principal
- Make sure behavior is maintained in bathroom
- Try to teach with words that are direct and cheerful. Stay positive even with accidents
- Privacy is respected
- Monitor is to wash hands in between helping each child.

- If you are getting a kiddo from a room for the bathroom, and there is a kid in the bathroom already waiting for you, please advise the staff member in the room to send the kid to you but tell them that you do not have eyes on the hallway. This makes sure that each kid is supervised.
- Make sure the person sending the kid tells you where they are from (ex. "Can I send ____ from the tar to the bathroom?").
- Make sure the person sending the potty breaker tells you the name of the person coming in. That way you know who to expect to see coming down the hall.
- If there is an accident, make sure you know who the kiddo is and if it was a #1 or a #2. This prepares you for any mess headed your way.

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Diaper Changing

- Staff need to constantly circulate throughout the room and check every diaper person every 10 minutes.
- When changing a child, notify the principle if there is anything different about the diaper change, such as; diaper rash, if you had to put cream on, hair turnitcutes, ect. If there is anything different about the diaper change, write it in the message book and message the parent. Privacy is key, so no pictures of anyone's bottoms.
- When you are done changing the diaper, write your initials, the time and what # the diaper was on the white board.
- When a child is leaving the room, the staff member in the room **AND** the runner both need to check the child that is leaving.

Door person

- Security is super important. If you must leave the room tell someone to cover or eyeball the window from the pond, if that's not an option, lock the door
- If something is suspicious in parking lot notify the principal or anyone right away
- Greet children and parents with a smile
- Take and record payments and write receipts
- Answer messages from parents
- Write all messages or comments from parents in the book and note your name
- Before answering a message always check with the principal
- Make sure walkways are clear and free of anything in order to create a safe environment
- Keep bags coats etc neat and tidy with a name tag clearly displayed on top
- Radio to the runner to let them know which parents are here to pick up their child
- Tissues, sanitizer, and wipes are the only things to be on the railing with the exception of tape and dirty laundry when needed
- Tape, highlighter and 1 pen should be on the printer. No more to help reduce clutter.
- Tape and dirty laundry notes on railing until you're able to connect note with plastic dirty laundry bag
- Make sure door in Seuss room is closed entering daycare when there are pickups and drop offs
- Eyeball the parking lot continually for traffic and strangers
- Do not decline any posts from the iPad
- Remember confidentiality
- If there's a challenging drop off use Walkie talkie
- Always monitor the room for safety (No choking hazards, medicines, dangerous objects within reach of children)
- Make sure children do not leave out the door without holding their parents hand or with parent immediately next to them...we ask parents to hold their child's hand
- When answering a parent message always identify yourself. "Hi there, it's Erin. Yes _____ had a #2 diaper today"
- From 3:30 on, be on the door for pickups. It's not the time to be off doing other things such as diapers
- During winter months, monitor the ramp for ice and salt and shovel accordingly
- Vacuum as needed
- Put infant car seats on tables for pick up
- Return bottles with caps in appropriate compartment in diaper bag
- Take payments and give cash paying parents a receipt with the date of the payment taken, not what week it is for
- By 3:45, have all of the name tags picked up from the bag so none of them make their way to the kiddos home.
- If a parent asks you how much they owe, automatically say "Betsey is the one that does payments. If you have any questions, message the parent page and she will get back to you".

If pick up is outside

- If only the swinger kiddos are outside and the bigs are inside
 - Ask the parent if they want to grab the bag first or if they want the kiddo first.
 - Do not let the kiddo walk on the tar without holding their hand.
 - There must be at least 2 staff outside even if there aren't a lot of kids in swings. One staff member has to stay with the kids while the other greets the parents.
- If all kiddos are outside
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Babies

- Label all bottles and caps and ounces
- All caps get left in the bags. Only the bottle goes out back
- Label how many caps and bottles each baby had, along with socks, bibs and bows.
- Wash hands with soap and warm water before feeding
- 6 months and under need to be fed in the rocking chair, carefully monitoring their breathing, suckling, and burping
- 6 months and older they begin holding their own bottle, watch for progress
- When feeding an infant a bottle, keep your nose and mouth 12 inches away min
- No kissing babies, keeping in mind how many germs they are now being exposed to
- If you have a cough, bronchitis, strep throat or illness please have a doctor's note clearing you to return to work with children
- Keep their socks on and if it's impossible to make sure they are on before they are brought into the pick up area
- Document feedings, diaper/outfit changes, naps and anything new (rollovers, crawling etc...)
- When doing tummy time or froggy chair or interacting wherever make sure they are two feet apart
- Change bibs when wet
- Change outfits when wet or dirty, document message, tape note to bag with date, explanation, and your initials
- Pack and play/crib mattress must be wrapped all around with blanket or sheet
- No pillows in pack and plays or cribs.
- Change blankets as needed
- We do NOT use swing or bounce seats to prevent positional asphyxiation
- Always take the baby out of the car seat in the drop off room. Never bring a sleeping baby past the drop off room in their car seat. Further in depth explanation will follow
- We do not let other children feed bottles to babies, touch babies, or hand toys to babies
- Rinse bottles thoroughly before returning to diaper bag
- No Pacifiers
- Infants who are under 12 months should never be with an older kid or a mobile person. Any bump or boo boo is only our fault. If there is a walker with a non walker, make sure that either the walker/walkers are in a highchair. Or if there is a walker on the ground and someone is in the highchair, make sure that you constantly guard the highchair person.
- We can **not** prop baby bottles.
- All bottles get returned to the bag before pick up time.

Reminder:

- Always hold the babies outward at all times for these reasons:
 - Their breathing germs and your germs do not come in contact.
 - This prevents hair turncuts.
 - They can see their environment.
 - This prevents spit-up on your clothing.

- If you have jewelry, this also prevents a choking hazard from loose pieces.
- There are no blankets in the cribs, other than the ones used as sheets. If a child pulls the sheet up, it must be fixed. If that is a continuous problem, please contact the principal for further guidance.
- If there is an infant that has the blanket fuzzies stuck to their face, please ask the principal if the blanket can be switched out with an actual sheet.
- No toys with stings in the crib (Ex. some xylophones have stings)

Body Positioning

- You have to be positioned so you can see all of your babies at the same time. If you are having trouble with that, do not be afraid to ask for help to move some of the kids.
- Always be 4 seconds away from every kid, and all the kids are at least 2 feet apart.
- If there is a kiddo in a highchair and someone who can walk around, make sure you guard the highchair kiddo.
- The kiddo in the highchair can **not** have any hard toys if there is someone playing on the ground in the same area.
- If the principal brings in a kid and puts them where you can not see them, or it prevents you from seeing everyone at the same time, make sure you let them know.

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Little

These guys are learning the same rules as the middles and bigs but they have a few special rules

- Keep these kids separated, preferably 2 feet apart to prevent hitting, pushing, biting, touching, toy taking, germ exchanges and it helps them learn space respect. **Staff needs to be 4 seconds away at all times**
- Some of these kids can't really speak well so their time out is a little different, they must raise their hand. Try to teach them to say sorry with a smile, totally congratulate them when doing a time out correctly
- As a provider try to act out your words to help not use too many words in your teaching moments
- Teach them to self control fits. No coddling, no letting them monopolize your lap or space. They need to grow with their friends and develop social skills. Coddling hinders this. A quick hug, high five, tap on the head and have them move on and play.
- No kissing! Germs plus a personal space issues
- Time outs are tricky if certain kids are prone to flail or kick when being directed. (Further instruction will be given)
- Always try to have them answer you with a smile, a nod, an okay, or thumbs up.
- Know where your sit out spots will be
- Do not leave a fitter in the middle of a group. Put them in a sit out spot on the outskirts
- After depositing a fitter, turn to the rest of the group with extra cheer and fun, give the fitter some positive facial expression, motion hands up to encourage. As fit dies down, make eye contact, smile, and wave them back in. If it starts up again do the whole process over as needed
- Never ask them why they're having a fit or misbehaving. This is a useless question and shows them your impatience is beginning to come in. Don't feed the fit, squash the fit
- Common phrases we use sign language for
 - Hands to yourself
 - Out of your mouth
 - Cover ears if they're loud
 - Point to sit out spot
- This group learns better from examples. Rather than telling them they are too close to a friend, redirect them in a different direction.

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Middles and bigs

These guys are awesome because they learned so much from being in group 2

- Make them **ALWAYS** answer you. Thumbs up, okay, sure thing etc. this gives them so much. Especially a child with behavior issues. It helps teach them how to answer authority, how to stop for a second and comprehend what is happening. Most importantly staff must say GOOD JOB after the kiddo answers. This is how a little human learns they are loved and accepted. They realize they can please you and then you have begun to build trust
- Raise hand when they want to talk to you. This teaches patience, manners, and self control . “Hand goes up and mouth goes shut” “my ears only work when your hand is up”
- Teach how to line up quickly and correctly. This is important to practice for emergency purposes.
- When correcting a child
 - Use a firm and patient voice
 - Make sure your directions are clear. Use as few words as possible
 - Do not nag
 - NEVER chastise them
 - Avoid asking questions like “why did you do that?” Or “what is your problem.
 - We don’t call them grumpy or naughty we explain what they did wrong and teach them how to not do it again
- After a child rejoins the group from being corrected, watch them for a few minutes and be sure to thank them for not doing whatever the crime was again. This helps their self esteem.
- Most of these kiddos are potty trained or in the process of potty training. When sending them to the bathroom, use your walkie and tell the potty monitor who needs to go to the bathroom and which area they are from. If you haven’t seen someone go in a while, send them to try and go potty to prevent an accident.
- If a child is too small to reach the monkey bars, do not help them get up. If they are too small to reach, they are too small to hold themselves up on the bar safely. If a child asks for help, simply redirect them to play with something else.
- We do not push the kids on the swings

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Staff Discipline

Staff Supervision: Tiny Tikes uses progressive discipline as a positive way to correct unacceptable job performance. This is not a contractual obligation because all Tiny Tikes employees are “at will” which means an employee can be terminated at the will of Tiny Tikes for any reason or no reason.

The following are the steps, which are taken using progressive discipline.

STEP 1 Verbal Warning

If a staff member’s job performance is not meeting Tiny Tikes standards, or if a staff member is in violation of any policy stated in this handbook, he/she will be informed of the problem and the possible penalties if performance does not improve. Suggestions on ways to improve job performance are discussed. Verbal warnings may be given for violation of Tiny Tikes policies, failure to follow procedures, unsatisfactory performance, absenteeism or tardiness. After **three (3)** verbal warnings have been issued for any reason within a period of **six (6) months**, a written warning will be issued.

STEP 2 Written Warning

A written warning is given if a problem/s identified by multiple verbal warnings has not been corrected. Written warnings will be recorded, discussed, and signed by both the staff member and director. A staff member may receive **only one (1)** written warning during a **six (6)** month period. After one (1) written warning has been issued, any further issues or actions subject to the Disciplinary Procedure may result in suspension or termination. **Written warnings will be issued immediately for refusal to follow lawful instructions or any other serious policy violation, which endangers the safety or integrity of a child or staff member.**

STEP 3 Termination

Termination may result when using progressive discipline if steps have not produced satisfactory and acceptable performance. Termination may be immediate without using progressive discipline.

Reasons for immediate termination may include, but are not limited to:

- Commitment of child abuse
- Abuse of a parent/guardian of a child or another staff member
- Harassment
- Being under the influence of drugs or alcohol while at work
- Theft
- Possession of a weapon
- Violation of any policy which states that violation of such policy may result in termination

The above violations are only examples and are not meant to be all-inclusive.

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