

TT's Loving Care

Parent Handbook (DHS Licensing Edition - Short Version)

Owner/Provider: Tawanda Michelle Heath

Address: 809 Redfern Ct., Madison, TN 37115

Phone: 615-400-0222

Hours: Monday–Friday, 6:00 AM–6:00 PM

Enrollment

Children must have all required enrollment forms completed before attending TT's Loving Care. Required forms include emergency contacts, health information, immunization records or a valid exemption if permitted by Tennessee law, and all DHS-required forms.

Disenrollment Policy

TT's Loving Care reserves the right to discontinue services if tuition remains unpaid; parents repeatedly fail to follow handbook policies; required paperwork is not maintained; a child's needs cannot be safely met; a child's behavior presents a safety concern; parents display threatening, abusive, or disrespectful behavior; or the program closes or the provider is unable to continue services. Whenever possible, a two-week notice will be given; however, immediate termination may occur when necessary to protect the health and safety of children or staff.

Release of Children

Children will only be released to parents or legal guardians, individuals listed on the Authorized Pick-Up Form, or adults presenting valid photo identification when requested. Children will not be released to unauthorized persons or anyone appearing impaired by drugs or alcohol.

Observation of Children

Written parental permission will be obtained before observations by individuals who are not employees of TT's Loving Care or child care regulatory officials. This does not apply to Tennessee DHS representatives performing official duties.

Tuition & Rates

Application Fee: \$75 (non-refundable). Infants: \$200/week. Toddlers: \$190/week. Preschool: \$180/week. Tuition is due every Monday. Late tuition fee: \$10. Late pick-up fee: \$15 for the first 15 minutes, then \$2 per minute thereafter.

Meal Service Policy

Breakfast, lunch, and an afternoon snack are provided. Meals are planned according to USDA CACFP nutrition guidelines whenever applicable. Parents must notify the provider of allergies or special dietary needs.

Smoke-Free Environment

TT's Loving Care is a smoke-free and vape-free child care home. Smoking, vaping, or tobacco use is prohibited inside the home, in child care areas, and while children are in care.

Inclement Weather

TT's Loving Care may delay opening, close early, or close due to severe weather or emergencies. Families will be notified by phone or text as soon as possible.

Illness

Children who become ill while in care may be sent home. Parents will be contacted immediately. Children must meet the program's illness policy before returning.

Emergency Procedures

Emergency evacuation, fire, tornado, lockdown, and medical emergency procedures are maintained and practiced in accordance with Tennessee DHS regulations.

Discipline

Positive guidance techniques are used at all times. Corporal punishment, humiliation, or physical discipline is never permitted.

Confidentiality

All child and family information is kept confidential unless disclosure is required by law.

After-Hours Emergency Contact

Tawanda Michelle Heath
Owner/Provider
615-400-0222

Parent Acknowledgment

I acknowledge that I have received and reviewed the TT's Loving Care Parent Handbook.

Parent Name: _____

Parent Signature: _____

Date: _____