

2024 Edition



**Parent Handbook**

# Overview

## Our Philosophy and Policies

Whimsy was founded by a married, professional couple who did not live anywhere near their family. After the first couple of years with kids, the nannies moved on to other things and the couple was left to find babysitters. With no connection to young adults or teenagers, or having a comfort level leaving their kids at a seemingly strangers house, they found a service where parents can take their children for short periods of time with no preplanning.

Whimsy is not so much a day care service as it is a babysitting center. And it is thought out by parents, for parents. Whimsy understands cleanliness and hygiene, understands attention spans and age-appropriate toys and activities, and understands personalities, moods, and mindsets. When a child comes to Whimsy, they will never be bored, they will have necessary down time, and every hour includes a snack/potty time.

### Receiving your child

Before dropping your child off to us, you would have registered via our website and prepaid through our payment portal. We will ask for your name and I.D. upon dropping off and picking up your child. We will ask how long your child will be with us. You will be billed for a two our minimum, but our maximum is 4 hours. We will also ask for contact info of the pick up person, if other than yourself.

We have cubbie holes for your child's things that might include a backpack, a beverage container, a smart device, etc. Children will remove their shoes and must wear clean socks at all times. We have a variety of sizes of Crocs for them to slip on when using our bathrooms and these do not enter the play area.

Before your child enters the play area, there are a few items that we check off our list. First, we ensure their socks are clean. Next, we use a wipe to clean their hands and face. After this, we take your childs temperature. If under 100.3 we will continue the receiving process. Your child will then use the BioPure hand sanitizer and we will spray a light mist of tea tree oil mixture over their hair to mitigate the potential for spreading lice.

Once the above is completed, your child may enter the age appropriate play area. We care for children 3 through 8. 3, 4, and 5 year olds play in one area. 6, 7, 8 year olds play in another. We have appropriate staff to accommodate ratio's well under the state guidelines posted on our bulletin board.

### Air quality, allergies, and cleanliness

Upon entering our facility you will notice that we are a smoke and vape free zone. We change the filters to the HVAC as scheduled and we run an air purifier during our hours of operation. We may operate a scent warmer of mild fragrance to not offend or trigger an unpleasant reaction.

We ask all parents to provide packaged snack items that your child can open or an older child can assist. Tennessee regulations prohibit staff from opening and dispensing snack items.

All snacks will be **peanut free**. Any allergy your child may have should be disclosed to us in your registration. We will also ask upon drop off as well. Our system will highlight the allergy if given during registration and we will post the allergy in our snack area to ensure that staff are aware. If your child is highly allergic to anything, we will safely store your EpiPen.

Cleanliness is another way we protect your children from becoming ill or spreading any illnesses. We have partnered with BioPure, an approved vendor of Chic-Fil-A, as well as contracted with East Tennessee State University athletic department for their cleaning needs. BioPure provides our business with a disinfectant hand sanitizer dispenser that does not contain harmful chemicals or alcohol. It contains a hand lotion component that will add moisture to their hands while fighting germs. Our hand sanitizer dispenser is motion activated and contactless, and all children will sanitize their hands upon entering Whimsy. BioPure visits us once a month to disinfect all surfaces which can last up to 90 days. We have also partnered with GreenHouse Cleaning Services and they visit us monthly as well to deep clean. GreenHouse Cleaning Services specializes in bleach free and kid-safe natural products such as DoTerra OnGuard essential oils and cleaning products. In addition to the cleaning businesses we partner with, our staff cleans routinely on a day to day basis. We incorporate the following additional cleansing measures:

Use of removable, replicable carpeted tiles in the event of an accident.

Surface wipe downs done continuously throughout the day

All toys wiped down and disinfected at the end of every day

All counters and doors wiped down throughout the day

Vacuuming done daily and throughout the day as needed

Quarterly deep cleaning

## **Doors and Cameras**

We have installed a Maglocks brand magnetic lock to enter our building. This lock ensures that anyone coming into Whimsy must be buzzed in by our staff. This lock also has a motion sensor detector to unlock the door from the inside so parents and children may leave together. Should the motion sensor detector not work, there is a button to override and unlock the door. In order to prevent any misuse of this override button, we have positioned the button out of reach from children and away from their play area. No one is allowed to enter Whimsy without permission and acceptance from our staff. Also, no child is allowed to wander and exit without their parent.

Cameras are installed throughout the center for the protection of children and staff. Should your child get injured, the first thing we do is tend to the injury. Secondly, we fill out an incident report to present to for your signature upon pick up. However, we may not see everything. Should your child leave and you find something later, you have 48 hours to report it to us if you think it was a result of their stay. We, in turn, have 5 business days to find and review the footage of your child's stay.

We also understand that visuals do not always allow for proper context. To aid in this effort, our cameras are equipped with audio capability.

## **Outlets**

Our facility in Bristol, TN has many outlets on the full walls of the main area. We have outlet covers on each of them. We understand little hands may pull these off. To ensure electrical safety, each staff member is taught to scan their area every 15 minutes to minimize the potential for exposed outlets.

## **Meal time (Snack Break)**

Each group of children takes a staggered bathroom and snack time per hour. The older group can eat with minimal supervision. However, the younger group will be supervised directly by a staff member per Tennessee regulations. In the event of a choking incident, our staff is trained and they are also CPR certified. We encourage you to provide snack items you know your child will enjoy as well as mitigate any potential for choking.

## 03 Weather and Emergency Preparedness

### **Weather**

Our facility maintains a weather radio. In the event of a weather related incident that would prevent us from staying open, we will contact all parents and notify them to arrange for pick up within an hour so everyone, staff included, has a chance to travel home safely.

If inclement weather is forecasted and our facility has not yet opened, we will post to our Facebook page of our intentions to open. If you made a reservation, we will contact you to either confirm or cancel.

### **Emergency**

We have posted on our bulletin board our plans for emergency scenarios. The results are either sheltering in place or sheltering in the office behind us (Bristol Location), Interstate Properties office. In either case, we will contact parents and inform them to pick up within an hour.

When registering as well as upon drop off, we ask for an emergency contact that does not live with you. Should we not reach the parents or guardians of the child, we will then reach out to this contact.

### **Specific Child Emergency**

Should a situation present itself where it appears more than first aid is required, we will contact 911 first, then contact the parent. Aside from a parent-provided Epi-Pen, we do not administer any medication to the children in our care. If your child requires medication, we ask that the visit to Whimsy be planned in concert with their taking of medication; either administer it before drop off or ensure pick up before their next administration.

### **General Child Safety**

Our staff is charged with ensuring the safety of all children. If a child is creating a harmful situation or is being harmful to other children they will be redirected. If this does not work, we may ask them to sit in a quiet area, look at or read books, use their own smart device, or even lay down.

Should this be your child, we will notify you upon pick up as discreetly as possible. We will also inquire as to what may have caused this behavior (tired before arrival, staying with us during normal nap time, or anything else that would indicate a one-off).

Should this happen a second time within a 20 day period of the first, it will be documented and you will sign acknowledging the incident and will work toward addressing it.

Should a third incident occur within 20 days of the second, we will kindly ask you not to return for 45 days. This provides time for the child to mature as well as time for you to properly address the issue. We want to see your child again.

**Scheduled Hours of Operation**

Mon - Thur:	12pm to 9pm
Friday:	12pm to 10pm
Saturday:	10am to 10pm
Sunday:	1pm to 8pm

**Rates (subject to change)**

One Child:	\$12.50 per hour
Two Children:	\$20.00 per hour
Three Children:	\$25.00 per hour
Four Children:	\$27.50 per hour

**Late Fee**

We all understand that communication is the key to most things. If your child is scheduled to be with us for less than the 4 hour maximum and something comes up, please call us to extend the stay at our standard rates.

If we do not hear from you and you are more than 15 minutes late, we do charge \$1 per minute retroactive to the 5th late minute.

If your child's stay happens to correspond with a pick up at our closing time, there is no grace period AND the late fee is \$2 per minute.

In both overextensions, should they reach a duration of 30 minutes, and we have been unsuccessful in contacting you, we will move onto the emergency contact for up to another 30 minutes. If we have not heard from you during this hour and your emergency contact has also turned into a no show with no further communication, we will contact the authorities.

**Our Contact Information**

Director: Hannah Strech      423.573.3087      [hannah@whimsychildcareservices.com](mailto:hannah@whimsychildcareservices.com)      direct message from Facebook