



PARENT HANDBOOK

WELCOME TO THE OWL'S TREEHOUSE CHILDCARE AND LEARNING CENTER

Our Philosophy

The essence of a play-based philosophy lies in the concept of playing to learn and learning to play. In high-quality early childhood programs, children are nurtured to think creatively, equipping them to excel in a dynamic and intricate world. Purposeful play stands as a pivotal component of early childhood education, aligning seamlessly with children's developmental needs across intellectual, social, emotional, and physical domains. Play serves as a fundamental avenue for children to acquire knowledge. In a typical preschool setting, a blend of structured and unstructured play periods allows children to engage and learn at their own pace.

Fostering an environment that endorses purposeful play involves providing diverse opportunities. This supportive framework enables children to develop critical thinking skills, make choices, and cultivate decision-making abilities.

The notion of "Playing to Learn/Learning to Play" encapsulates the profound impact of purposeful play on a child's growth and educational journey.

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Communication

Good communication is of the utmost importance to us. When we accept a new family, we like to be sure that we can share any concerns or questions that may arise. It is important that there is a similar childcare philosophy between teachers and parents and administration. We welcome questions and feedback or discussions of any kind that are oriented towards a positive outcome for children.

Enrollment Policy

There are several forms that must be completed and, in our possession before we can assume the responsibility of caring for your child. There are NO EXCEPTIONS. All forms must be updated, as necessary. For example: if your address or phone number changes it is your responsibility to get these changes to us. We also look to you to keep us updated on any emergency contact information or medical changes of your child. If you have any questions regarding the completion of these forms, please feel free to ask.

Before you leave your child on the first day, you are encouraged to make a visit to your child's classroom. During naptime or afternoons is usually preferable. This will give you and your child the opportunity to meet the children and teachers in their classroom. This visit is a good time to bring in any items you may wish to leave at the center (e.g., diapers, extra clothing, etc.) Extra clothing is required for all children. If your child is very uneasy about coming, sometimes three visits are needed to help transition your child. No child will be denied enrollment on the basis of his/her race or religion. The Owl's Treehouse Childcare and Learning Center does retain the right to deny enrollment if all.

The spots for a particular age group are filled. The Owl's Treehouse Childcare and Learning Center will accept a child with special needs, however, if after observation it is realized that we do not have the proper training, equipment, and facilities to properly care for a child, a child may be disenrolled.

Enrollment Requirements

- ☒ Children must be at least six weeks of age.
- ☒ Prior to the start date, children must submit a medical record that includes a complete physical current immunization record.
- ☒ All registration materials in the parent packet must be completed prior to the start date.
- ☒ Parent handbook must be read and signed by parent(s).

Tuition

Tuition may be paid weekly or monthly. Weekly payments are due the Friday before the week's service is provided. Monthly payments are due by the third of every month. A late fee of \$20.00 will be charged if weekly tuition is not paid by Tuesday at 12:00pm for weekly payers or by the third day of the month

for monthly payers. If you keep your child home for any reason (illness, vacation), you will still be required to pay your tuition on time and in full. Many families find it most convenient to pay by mail if on vacation or in advance, prior to leaving.

If a check is returned due to insufficient funds, a \$50.00 fee will be charged. If two checks are returned due to insufficient funds, all future payments must be made in cash or by certified checks. Childcare services will be immediately halted until full payment of tuition and NSF charges have been made.

If your child is picked up after closing time, an additional fee of \$5.00 for the first half hour, and \$1.00 for every five minutes thereafter will be charged. This fee is due before your child may return to the center. If there are repeated late pick-ups your child may be withdrawn from The Owl's Treehouse Childcare and Learning Center.

You must give at least two weeks written notice (holidays are not included) if you plan to withdraw your child/children from The Owl's Treehouse Childcare and Learning Center for any reason. There are no refunds on tuition or registration if you withdraw, however, with proper notification, your tuition is non-refundable* Please keep in mind that all notification to withdraw a child must be received in writing. Any outstanding fees must be paid on or before the child's last day. If it becomes necessary for The Owl's Treehouse Childcare and Learning Center to resort to legal action to collect fees, the parent(s)/guardian(s) will be responsible for any legal fees incurred on the part of The Owl's Treehouse Childcare and Learning Center.

The Owl's Treehouse Childcare and Learning Center will give parents a minimum of 14 days notification of any tuition or fee changes.

Subsidy

Parents may qualify for a subsidy for childcare. To find out if you qualify please see 922 KAR 2:160. Child Care Assistance Program of the Kentucky Administrative Regulations involving childcare.

Parents/Guardians who are subsidized by any other person or organization are completely responsible for all registration and deposit expenses we require. Any tuition accrued not covered or paid for by the subsidy organization is the responsibility of the parent/guardian.

Note: The Owl's Treehouse Childcare and Learning Center can provide forms and information to help guide you through the process.

Curriculum

Our curriculum is individualized according to your child's age and classroom placement. Tuition is based on a child's classroom placement not on a child's age.

Infants

Our commitment to your baby begins with a special partnership between our teacher and you, the parent. This partnership is especially important to provide the highest quality care for your infant.

Together, parents and caregivers develop a daily schedule to meet your child's individual needs.

Caregiver routines such as diapering and feeding are on demand. These routines are built into a schedule and carried out throughout the day. Research tells us that 90% of all learning occurs within the first three years of life. At The Owl's Treehouse Childcare and Learning Center we take advantage of this, by providing planned, stimulating opportunities designed for individual children to maximize their language, cognitive, physical, social, and emotional development.

Please supply and label with FIRST and LAST names the following items for infant children: *ALL items must be labeled prior to your child being dropped off to The Owl's Treehouse Childcare and Learning Center* Diapers, wipes, ointments (with permission form), pacifier, bottles (pre-made), formula, baby food (until child eats from the school menu), several bibs, nasal syringe (with permission form), crib sheet, blanket (we prefer cotton with no fringe or loose ends) and several changes of clothing (to be replaced when soiled), swimsuit, towel and sunscreen (with permission form) . Please note that some cribs may be smaller than home and sheets need to fit snugly. If your child is on formula, provide enough for the entire day and also provide a ready-made can keep in your child's cubby should the need arise. Make sure all bottles and food jars are labeled and take home any unused portions at the end of the day. Any unused formula will be discarded at the end of the day. Please fill bottles for single feeding only, as The Owl's Treehouse Childcare and Learning Center cannot reuse unfinished bottles. Do not send in glass bottles. Please note that infants are fed on demand, and we will need an adequate supply of bottles and food.

Toddlers

Toddlers are encouraged to express their individual interests through interactions with each other and through hands-on environmental experiences. Our staff encourage emergent communication skills by engaging the children in conversations and helping to resolve conflicts peacefully.

Classroom teachers provide the children in their care with theme-based activities and center-based classrooms that are rich in literature. Independent skills are fostered throughout the day with emphasis on daily living skills like pottyng and mealtimes.

Please supply and label with FIRST and LAST names the following items for toddler children: *ALL items must be labeled prior to your child being dropped off to The Owl's Treehouse Childcare and Learning Center* Diapers/pull ups, wipes, ointments (with permission form), pacifiers, sippy cups, blanket and pillow for rest time, swimsuit, towel, swim shoes, sunscreen (with permission form), several changes of clothing. We welcome a special item that will make your child feel comfortable at home to be used at nap time. If permissible. Stuffed animals are not ideal in a childcare setting – due to the nature of their construction.

Preschool

The preschool years are widely recognized as providing the foundation for lifelong learning. Children develop significantly in their physical, social, emotional, and cognitive areas during preschool years. Adults in their lives and environment influence all of these areas. At The Owl's Treehouse Childcare and Learning Center play is promoted as the major vehicle for learning. Children's self-expression is

encouraged in our music, art, dramatic play, library, block, writing, and science centers. Classrooms are rich with literacy and in numeracy, continually emphasizing preparation for upcoming school years.

Teachers provide developmentally appropriate lesson plans with emphasis on emergent curriculum. This assists with the development of self-help skills and a respect for others and materials. Activities are planned to challenge but never frustrate a child. Self-worth is gained as a child successfully masters age-appropriate tasks.

Please supply and label with FIRST and LAST names the following items for preschool children: *ALL items must be labeled prior to your child being dropped off to The Owl's Treehouse Childcare and Learning Center* Several changes of clothes, swimsuit, towel, swim shoes (summer), cot/mat sheet, blanket. We welcome a special stuffed animal or something that will make your child feel comfortable from home to be used at nap time. If you wish to bring in a pillow, please bring in a travel sized pillow, space is limited.

Diapers

The Owl's Treehouse Childcare and Learning Center requires the use of disposable diapers. Please provide enough diapers and wipes for your child to last the week. Should you run out, you will be charged \$3.00 for each diaper that you have to use from the center.

Soiled Clothing

The Centers for Disease Control of the United States Public Service require that clothing which has been soiled with bodily fluids be placed UNRINSED in a bag. The bag will be put in the child's cubby and picked up by the parents at the end of the day.

Toilet Training

We at The Owl's Treehouse Childcare and Learning Center feel that communication is an important aspect of toilet training. We will support your efforts to help your child become potty trained. Staff will encourage and assist your child in his/her attempts at independence and will offer praise when your child tries or is successful. Toilet training will be done in a relaxed manner with the cooperation of the family.

When a child is ready, the process should go fairly quickly. Please remember that during this time there will be frequent accidents and lots of changes of clothing will be needed.

- All bedding will be sent home on Friday's to be laundered.
- All personal belongings must be labeled with a FIRST and LAST name*

Closing Policy

We ask that you make every effort to pick up your child before the center closes. Please respect the staff's after-hours family and additional responsibilities. According to policy our staff may not take your child home with them.

If your child is left in the center after closing, the administration will take the following measures:

1. Try your contact phone numbers.
2. Call your emergency contacts.
3. If these steps are unsuccessful, the administration will contact the community authorities. *
Appropriate late fees will be charged*

Weather Emergencies/Closings

In the event of severe weather conditions, The Owl's Treehouse Childcare and Learning Center reserves the right to close or have a delayed opening. Please watch WYMT Mountain News or check our Facebook Page for any closings or delays. The Center hours are currently 6:30am – 6:00pm. We reserve the right to close for circumstances beyond our control, such as heat loss in the building, power outage, etc.

Emergency Evacuation

Evacuation drills are held regularly at The Owl's Treehouse Childcare and Learning Center. Should an emergency occur which requires evacuation of the center, you will be notified as soon as possible. You will be asked to pick up your child if the emergency is expected to last a significant period of time. Listed below are the evacuation sites for center:

- Owsley County Action Team (two doors down from TOTCLC)

In case of Injury

If your child is injured at the center, you may want to consult with your family physician to determine whether the nature of the injury requires medical attention. If your child requires immediate medical attention the proper emergency steps will be taken. If your child receives a small injury during the day, an incident report form will be completed by his/her teacher, and a parental signature will be required. If your child receives an injury from another child, names will be kept confidential.

If your child receives a bite or bites someone else, you will receive a call from administration and/or an incident report. Please keep in mind that toddlers, especially, will often use biting as a form of communication. If your child receives a bite at the center, we will comfort your child and care for his/her needs immediately. Due to confidentiality, the name of the biter will not be released. Although we acknowledge that biting is a developmental stage, it is taken seriously. If your child bites repeatedly, The Owl's Treehouse Childcare and Learning Center will develop a plan with you to try to correct the problem. However, if the biting is aggressive or does not lessen within a reasonable time frame, The Owl's Treehouse Childcare and Learning Center may temporarily withdraw your child until the biting diminishes. Upon your child's return, if biting continues The Owl's Treehouse Childcare and Learning Center will then again, withdraw your child until he/she is older, and the biting behavior has subsided.

Management of Illness

The Owl's Treehouse Childcare and Learning Center's policy is to care for only well children. At no time do we provide care for sick children. Children will be excluded if the symptoms or illness prevents the

child from participating in activities and/or poses an increased risk to the child or other children in the program.

Do not bring your child to the center if he/she is not well enough to participate in a normal day's activities or if he/she has been exposed to a contagious disease, develops symptoms of a contagious disease, or is diagnosed by a physician as having a contagious disease.

Children will be visually screened when they arrive. If your child appears ill upon arrival, you will be asked to take him/her home until he/she is not contagious or is able to withstand a normal day, including outdoor time. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick up their child within 30 minutes. If a parent cannot be reached, the emergency contact person will be called and asked to come pick the child up. In the event of a serious illness or injury, at the discretion of the administration, paramedics will be called, and your child will be transported to an emergency medical facility.

Guidelines for the Management of Illness

This information was derived from various state childcare and health department agencies. Please keep your child at home if he/she develops any of these symptoms of contagious disease until he/she is no longer symptomatic. If any of these symptoms arise while your child is at The Owl's Treehouse Childcare and Learning Center, he/she will be sent home. Please note, although we may recommend your child be seen by his/her physician, opinions may vary, and The Owl's Treehouse Childcare and Learning Center's health policies will always be strictly enforced. If your child acquires an illness that is not listed in this handbook it is your responsibility to contact The Owl's Treehouse Childcare and Learning Center so that we can consult the necessary medical experts to obtain protocol. Once protocol is obtained it is again, the parent's responsibility to follow The Owl's Treehouse Childcare and Learning Center policy.

Fever of 100 degrees F or above: Fever is defined as having a temperature of 100 F or higher taken under the arm (axillary) or 101 F taken orally. A child needs to be fever free for a minimum of 24 hours before returning to The Owl's Treehouse Childcare and Learning Center, which means the child must be fever free without the use of any fever reducing medication. It is strictly against The Owl's Treehouse Childcare and Learning Center policy to give your child fever reducing medication to mask illness/symptoms prior to bringing him/her to the center. This may result in the immediate withdrawal of your family.

- Diarrhea: Three (3) or more loose stools in a 24-hour period.
- Bloody stool of any kind, grey/white.
- Vomiting Severe Cough
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of eyelids or eyes or discharge of the eye
- Mouth Sores
- Unusual spots or an unidentified rash
- Sore throat or trouble swallowing
- Infected skin patches on body or scalp
- Unusually cranky, less active behavior
- Headache and stiff neck

- Tea colored urine/blood in urine
- Loss of appetite

Post-Illness Re-Admission Criteria

Illness Keep your child home until:

- Flu (According to current CDC Policies)
- COVID-19 (according to current CDC Policies)
- Ear Infection Child is fever free, can withstand a normal day.
- Diarrhea and Vomiting A symptomatic for 24 hours
- Bacterial Meningitis Local health department certificate
- Chicken Pox One week after onset of rash and until chicken pox is scabbed over Coxsackie Virus Fever free, blisters are no longer visible.
- Diphtheria Five days after antibiotic treatment
- Hemophilus (H-Flu, Hib) Provide local health department certificate.
- Impetigo 24 hours after treatment began, rash must be covered until gone.
- Infestations (lice, scabies) Until child is completely nit, scabies etc., free and has had appropriate and recommended treatment by the State Health Department
- Measles Six days after onset of rash
- Rubella Seven days after onset of rash
- Mumps Nine days after onset of swelling/until symptomatic
- Whooping Cough Five days after antibiotic treatment has begun.
- Conjunctivitis 24 hour after antibiotic treatment
- Pneumonia 24 hours after antibiotic treatment, able to withstand a normal day.
- Ring Worm 24 hours after antibiotic treatment, rash must be covered until gone.
- Strep Throat 24 hours after antibiotic treatment has begun.
- TB 24 hours after antibiotic treatment has begun.
- Thrush 24 hours after anti-fungal treatment has begun.

Please note under no circumstances is a child allowed to return to The Owl's Treehouse Childcare and Learning Center with a fever. All children must be fever free for 24 hours before returning to the center and must be able to withstand a normal day's activities

Required Reporting

For the protection of all children and staff, we ask that you notify the center within 24 hours after your child has developed a known or suspected communicable disease, or if any member of the child's immediate household has a communicable disease. If we become aware of a communicable disease affecting children in the center, a health alert will be posted. We will attempt to communicate to you the earliest symptoms so additional exposures can be avoided. It is extremely important that all families keep The Owl's Treehouse Childcare and Learning Center informed of all illness.

The Owl's Treehouse Childcare and Learning Center employees are mandated reporters. We have a legal and moral obligation to the well-being and safety of children. If at any time a child's safety is in question, we will take the necessary steps.

Confidentiality

Information pertaining to a child is kept confidential at all times. Records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being and safety. Student files are confidential and only available to administrative staffing in order to maintain current records. We request that all parents follow our confidentiality policies. Failure to do so may result in the disenrollment of your family.

Solicitation of External Childcare Services

At no point in time is a parent/caregiver allowed to solicit the childcare services externally of The Owl's Treehouse Childcare and Learning Center staff that interferes or overlaps the center's normal business hours. However, as a courtesy to parents, we allow staff to baby-sit for families after hours. If this policy/privilege is abused in any way The Owl's Treehouse Childcare and Learning Center will disenroll your family and proceed with legal ramifications.

Drop off and pick up.

Parents are required to sign their child in and out each day. In order to assure the safety and well-being of everyone at the center, we ask that parents enter and exit through the front door only. Children are always to be walked into the building and placed with a The Owl's Treehouse Childcare and Learning Center employee before parents leave the center. No child may be left at the center without completing the sign in process. No child is to be left unattended by a parent for any period of time. Please do not leave your child or their siblings unattended or unsupervised for any reason. Please do not let children open and close doors. The center doors are very heavy and could easily injure a child.

We have a no cell phone policy for parents that are entering the center to drop off or pick up their children. This is a safety concern for the obvious reason that talking on a cell phone can be very distracting. Pick up and drop off is a time when attention should be focused on transitioning your child/children safely to and from day care.

Here at The Owl's Treehouse Childcare and Learning Center we have a policy that your child can only be here 9 ½ hours per day. It is our philosophy that a longer day would just be too difficult for a young child to be expected to withstand. Our staff work a 9-hour day, therefore, in order to maintain ratios and consistency throughout the day we ask that you adhere to the 9 ½ hour day for your child. We also ask that you maintain the same time for drop off and pick up every day.

Children must be transported according to KY DOT Motor Vehicle Laws. There are no exceptions to this! For the well-being of your child The Owl's Treehouse Childcare and Learning Center will not allow a child to be driven in a vehicle without being in a car seat or proper restraint system for their age. We are mandated reporters and therefore, we will report any violation to the local authorities as well as Child Protective Services.

We appreciate families considering our schedule when picking up and dropping off their children. It is better if arrivals and departures do not occur during nap time, but when they do, please take note of the fact that the children are sleeping. Come and go as quietly and quickly as possible. Children who arrive

during nap time will be expected to rest or play quietly until their rest period is over. If you do not feel that your child can come in and settle down without difficulty, please wait until nap is over to drop him/her off.

We request that if your child is absent or late that you call the center. This is extremely important for staffing purposes, an accurate lunch count (if a full day), illness tracking and most importantly the safety of your child/children. If you do not call us with daily information, we may not have a lunch available and may not be able to accommodate the staffing needs to add an additional child to the center. You must call the center by 9:30 am if your child/children will be absent or will be having an extra late arrival or will not be taking the school bus as planned.

When you pick up your child at the end of the day, please check your child's cubby for notes, artwork, or soiled clothing. Please notify your child's teacher of his/her departure and sign out on the computer at the front entrance. No child will be released to anyone without your authorization. If custody is an issue, we must have a notarized court order on file outlining the custody arrangement. Identification will be required from any person picking up your child. The Owl's Treehouse Childcare and Learning Center will not release a child to any person that cannot or does not upon request, present a valid driver's license or proof of identity and does not have previous parental authorization.

If, for any reason it deems appropriate for the preservation of the safety and well-being of the children and staff in the center, The Owl's Treehouse Childcare and Learning Center has the right to temporarily or permanently exclude any person from the center, including a parent who is likely to pose a risk to the center or who fails to conduct him/herself in a manner befitting a child care environment. Prohibitions include, but are not limited to profanity, yelling, threatening, aggressive, violent behavior, or intoxication.

Clothing/Personal Belongings

Each child is assigned a designated space to store personal belongings. We ask that you bring at least one change of seasonally appropriate clothing for your child to keep at the center and an extra sweater or light jacket. Please be sure that it is labeled with first and last names. If your child needs a pillow with which to sleep, please be sure that it is travel size, as space is limited. If your child is "potty training" we recommend that parents supply several changes of clothing.

Space here is limited. We do not have room for a car seat storage area. Please make the necessary arrangements ahead of time so your child can still ride safely. Anyone coming in with a car seat will be asked to take it back.

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and sometimes messy activities. Please make sure that your child is dressed appropriately. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots, and coats for wintry weather. Swimsuits, towels, and swim shoes for summer. Sunscreen can be applied at a parent request with a signed authorization form. Sunscreen is recommended for all children.

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group. Little ones have a difficult time sharing with others and it is even harder to do so with their

own special toys from home. If your child/children do bring something special from home and cannot share it or it causes a problem in class, we will put it away until you arrive. Any item brought to the center must be labeled. Guns and war toys are not allowed and may not be brought to the center. Any child who brings a gun, knife, or other weapon to the center will be dismissed. Please note that we are not responsible for lost items, including toys, sippy cups, bottles, bedding, clothing, etc. Please label all of your child's items, including coats, boots, blankets, pillow, etc.

Medication

We prefer that parents administer all prescription and over-the-counter medications at home before and after center hours. If a child has been given medication at home, please fill out a Medication Administered at Home slip and hand it into the office. For safety reasons, it is extremely important that we be aware of any medications that your child may have received prior to coming to school.

Should a prescription require that medication be given while your child is at the center, The Owl's Treehouse Childcare and Learning Center is licensed to administer such medication provided that we obtain the following:

- ☐ Medication Consent Form completely filled out by your child's healthcare provider (must be an MD), the center director, and yourself.
- ☐ Please note the Medication Consent Form must be filled out completely and accurately otherwise the medication will not be administered to your child.
- ☐ The labeled bottle of medication in its original packaging with all leaflet information (prescription medications must be accompanied by the pharmacy medication leaflet).

Group Placement/Transition

Upon enrollment, your child will be placed in a group based on his/her chronological age. Each child's advancement or transition is based on chronological age, developmental readiness, and availability of space. Parents will be given notice of all transitions prior to their child moving.

In the early mornings and late afternoon, age groups may be mixed. Children arriving early or staying later in the afternoon may be assigned to a transitional room as teachers open or close rooms accordingly. Infants will never be mixed with children over 18 months.

Behavior Management

Expected behavior is based on the child's developmental level. Initially, a few simple and understandable age-appropriate rules are established. These rules set the limits of behavior for the safety and protection of the children. Adults are firm, consistent, and supportive in their approach. Spanking, physical abuse, verbal abuse, name calling, or isolation will never be used to discipline a child. Neither food nor sleep will ever be withheld from children as a means of punishment. Children are encouraged to use their words to resolve conflict whenever possible or are redirected to alternative activities, as necessary. Our overall goal is to help each child develop self-control.

We ask you to support us in modeling positive behavior with all the children at the center. Please do not use developmentally inappropriate language or harsh discipline measures while at the center or in front of any of the children. Please do not discipline other children that are enrolled in the program. Any concerns should be brought immediately to center staff. On occasion a child may appear to have difficulty in a classroom for various reasons. It is our policy to talk with parents and produce a plan to help support the child. If the plan does not work, we would then recommend having an outside source evaluate the child and we would look to them for recommendations. As a last resort we would withdraw the child. We have found with past experience that sometimes a child requires a behavior plan or individual support that The Owl's Treehouse Childcare and Learning Center cannot provide.

Outdoor Play

Outdoor play in the fresh air contributes to a child's good health and overall development. It is a time to exercise the large muscle groups. Children remain inside when the weather is inclement (raining and icing) or in EXTREME hot or cold. Teachers strive to get the children outdoors every day. If your child is too sick to go outdoors during their daycare day, please have them remain at home. This is a group care setting, and all children will be going outdoors.

Nap Time

We at The Owl's Treehouse Childcare and Learning Center feel that all children need some down time to relax and rest. Infants nap in assigned cribs according to their individual schedule. As recommended by the American Academy of Pediatrics, infants are placed on their backs to sleep. Any changes to this recommended policy must be made in writing by the child's health care provider. Toddlers and preschoolers rest on assigned mats each day after lunch. All children are given the opportunity to sleep. If they do not sleep, quiet activities are provided for them. Bedding for all ages is provided by the center and washed on a daily basis. Every child will have their own bedding that will be washed regularly and held on site at the center.

The Owl's Treehouse Childcare and Learning Center will provide breakfast, lunch, and a nutritious snack daily. If you know that your child will not eat a particular snack or lunch, you may provide one for them. Please be advised that there may be some unforeseen circumstances wherein the lunch schedule will change. Whenever possible, we will post any changes to the menu. Please be sure that any food you choose to bring in for your child is healthy and ready-made, it should not require any preparation. In fairness to the other children please do not send in cookies, candy, or other sweets as all the children will want that particular snack. If your child does bring in food that is not healthy, he/she will be asked to put it away until it is time to go home. Please label any food brought into the center and be sure that it is properly sealed to prevent spoiling. Lastly, please only provide food for your child that he/she has eaten at least twice before to reduce allergy risks.

Dismissal from Program Policy

Please be aware that should one of the following situations arise, The Owl's Treehouse Childcare and Learning Center may withdraw your child from the center immediately and your deposit may be forfeited:

€ Failure to pay your tuition on time. Tuition is due in advance for the upcoming week. Allowance is

not made for occasional absent days. Each week, a late fee will automatically be assessed if tuition is not in by Monday. Delinquent accounts will be turned over to our collections department and could incur additional late fees. Services will be discontinued until the account is current.

- € Verbal abuse by yourself, your child or any “authorized pick-up” to other children, The Owl’s Treehouse Childcare and Learning Center Staff or another parent. Our goal is to ensure the safety of everyone in our center at all times. A child’s/parents, language, or behavior, which is hurtful to other children or staff, such as profanity, sexual language, humiliating behavior, throwing rocks, furniture, toys, or anything harmful is inappropriate and unacceptable.
- € If your child bites or hurts another child excessively and/or has an extreme behavior problem and we are unable to get this behavior problem under control.
- € Refusal to pick up your child if they are sick, or continually dropping your child off when they are ill, is grounds for dismissal from the center. Children need to be picked up within thirty minutes of notification of exclusion.
- € Excessive lateness. It is the parent’s responsibility to maintain a 9 ½ hour day for your child/children and to pick up your child prior to the closing time of the center.
- € Failure of a child to adjust to the center after a reasonable amount of time.
- € Lack of parental cooperation.
- € For any other reason, The Owl’s Treehouse Childcare and Learning Center deems appropriate for the well-being of the center and the preservation of the proper childcare environment.

Family Engagement

Each year, The Owl’s Treehouse Childcare and Learning Center will host multiple events so that families can be involved in their child’s learning environment and see their child’s progress and growth. Families are expected to participate in a minimum of two parent/caregiver activities per year.

Website Information Theowlstreehouse.com

Find us on Facebook at: <https://www.facebook.com/profile.php?id=61556571017641>

Attendance

In order for children to learn from our program, they need to be here on a regular basis. As participants in the USDA Special Nutrition Program and the state assisted voucher program, we are required to keep a record of attendance along with reasons for absences.

We will need notification if you know that your child will be out of school ahead of time. If you are not able to notify us prior to your child’s absence, please call as soon as you can.

In order to follow our schedule and best meet the educational needs of your child, we recommend that children arrive around 8:00 a.m.

If a child does not attend school for 10 consecutive days and no successful contact has been made with parents or guardians, the child will be dropped from our program. Please notify the director as soon as possible if there are circumstances in which your family may move or you may need to drop your child from our program.

Program Attendance

Children in the program will be allowed 10 absences (excused and/or unexcused) for the school year. An excessive number of absences will result in a conference. A failure to comply with our policy could potentially lead to dismissal from the program. Extenuating circumstances, such as a death in the family or long term illness will not be counted as an absence.

Parent/Caregiver Signature Page

I, _____ the parent/guardian of _____ have read The Owl's Treehouse Childcare and Learning Center Parent Handbook and fully understand The Owl's Treehouse Childcare and Learning Center's policies and procedures. I agree and comply with any and all policies hereby stated in this handbook. I understand that violating these policies will jeopardize my child's enrollment at The Owl's Treehouse Childcare and Learning Center. I understand that the policies in this handbook are subject to change without notice.

Parent/Guardian Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

Center Director Signature _____ Date _____

Please note that both parents/guardians must sign the signature page if applicable