

The Willow Tree House Daycare

2651 Highland Avenue Cincinnati, OH 45219

513.281.tree (8733) ph

513.751-tree (8733) fax

7:00am – 6:00pm Monday –Friday

6weeks – 5years



Student, parent Handbook

The parent/guardian must sign the handbook to enroll child.

Thank You

The Willow Tree House provides quality childcare to all families without discrimination. At TWTH, we understand the trust you impart to us when you enroll your child. I am committed daily to provide the very best care to your child with a secure, comfortable and happy home-away -from home setting. We strive to create a caring learning environment in which your child will thrive and to give you peace of mind. Most of all I endeavor to be partners with you in the care of your child. You are encouraged to share insights about your child and welcome your comments, concerns and questions. You are invited to visit and observe and or participate in daily activities whenever possible. I look forward to having your child at The Willow Tree House. As we begin our relationship, it is important to define policies as well as your responsibilities. It is our belief that communication is key to providing quality childcare and a stable environment for your child. These policies exist for the safety and well being for both children and parents/guardians. Please feel free to discuss any questions or concerns with your provider.

Educational Philosophy

The Willow Tree House's educational philosophy encourages a learning environment that stimulates and nurtures children's growth and development. Our unique learning atmosphere incorporates a careful blend of Traditional and creativism styles of learning through teacher directed activities and structured play. We believe that each child should be provided with experiences of self-esteem, which are essential in the adjusting, exploring and growing stages of child development. This approach ensures that each child's learning experience at The Willow Tree House will be nurtured at the proper pace and level, and will provide them with the educational foundation for a bright future.

Teaching Philosophy

The Willow Tree House's carefully balanced program features a full day of developmentally and age-appropriate lessons and activities that your child will enjoy. Whether infant, toddler or preschool, our teachers provide lessons and activities that help develop the whole child – physically, emotionally, intellectually, and socially. Understanding that each child is unique, our teaching philosophy incorporates structured activities while remaining flexible enough to foster self-discovery that will help each child explore and learn at their own pace.

The Center

At TWTH, early childhood education is redefined. Each member of our faculty and every aspect of our learning programs are dedicated to enable your child to be the best he or she can be. The Willow Tree House offers full childcare development services from 7:00 am – 6:00pm Monday through Friday. We serve children ages 6 weeks through 5 years. All children must have completed enrollment and medical forms prior to admission to the center for care.

Administrator /Teachers

Our teachers are an educated, highly trained, caring, motivated group chosen to best support you in your childcare needs.

The Willow Tree House takes great pride in our teaching faculty and goes to great lengths to ensure that all teachers meet the qualifications set by the state in addition to completing extensive training and orientation programs.

Our degreed and highly qualified teachers are carefully selected based on their education, previous teaching experience, love of children and the ability to bond and effectively communicate with their students. All lead teachers are required to have a degree in early childhood education or a closely related field. This high standard one of many that sets TWTH apart.

All faculty members are subjected to stringent background screening; health screening and professional references are thoroughly checked. The Willow Tree House realizes that we are only as good as our faculty, so we hire only the best!

We develop and train the total teacher, so that children are sharing their days with TWTH-trained learning advocates who love the early childhood profession and have a strong, positive curiosity about life that sparks confidence and joy in those around them.

Smoke Free Environment

TWTH maintains a smoke-free environment in compliance with state and federal laws. Neither patrons nor Staff is permitted to smoke in the daycare or on the daycare property.

Tax ID number

The Willow Tree House tax identification number is available upon request for parents only if your child attends The Willow Tree House and is needed for tax purposes.

Special needs children

TWTH will accept children with special needs if reasonable accommodation is possible. I will work with the child's physician, therapist or other professionals to accommodate the child. The more information provided would better enable me to work with the child.

Confidentiality

Information pertaining to a child and his/her family are kept confidential at all times at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well being or requested by a legal subpoena. Student files are otherwise confidential and are monitored only by the administrative staff. If your child is involved in an incident with another child, the identity of either child will not be released to the other party without prior written consent. From parents/guardian except where prohibited or required by law. Federal law prohibits The Willow Tree House from testing children who bite for HIV or Hepatitis B.

A roster with the names and telephone numbers of parents, custodians or legal guardians of children enrolled and attending TWTH is available upon request from the center administrator/ Director. The roster will not include the names of anyone who has not given prior written consent or if it has been requested this information be removed from the roster.

Absences/ Vacations

If your child will be absent you must call TWTH staff by 10:00 am on the first day of the absence. All absences are recorded. **If your child is absent for a period of three (3) consecutive days and you fail to call the center to inform us of the reason, your enrollment may be terminated.**

It is important in order to maintain continuity of schedule. However if your child is sick please keep them home. If your child is absent for an entire week, you will be responsible for that week in order to hold your enrollment space. If your child will be, absent for a prolonged period, please speak with me as soon as you are aware.

Sign In/Out

Your child must be signed in and out each day. Please complete each section noting time date and who is dropping off/ picking up child.

Procedures for arrival and departure have been developed for the safety, security and well being for everyone at the daycare facility.

Please use front door only for entering and exiting the building.

- Children must always be walked into the building by parent /guardian and signed in / out.
- Child must be acknowledged by staff at time of sign in
- Your child may not be accepted into care if they arrive after 9:30 am consistently or without prior notice.

- Please be certain to pick up your child at or before closing time. No transportation is provided under any circumstance. If your children are left at, **TWTH after closing the following procedure will be implemented:**
 - Attempt to contact you by telephone
 - Attempt to contact the individuals on your emergency contact list.

- **If all attempts are unsuccessful and you have failed to contact me 30 minutes past closing time the authorities may be contacted.**

A child is not permitted to leave with any person other than those designated in writing by the parent or guardian. Photo identification will be required for any designated person picking up your child. If an emergency should arise, your child will not be released to anyone under the age of 18 unless previous release is signed.

If there are any changes to those authorized to pick up your child, please notify the center immediately. All people transporting children to and from the center must use appropriate child safety seats and/or seat belt. If we become aware of any person transporting a child without the proper child safety and /or seat belt, we may refuse to release the child and / or may notify the proper authorities.

Outdoor Play Policy

The center shall provide outdoor play each day in suitable weather for any toddler, preschool child, and school child in attendance for more than four consecutive daylight hours. Any center or program providing child care after school for more than two hours shall provide an opportunity for outdoor play each day in suitable weather. When weather is not suitable for outdoor play, indoor large muscle activities must be provided.

(B) Child care staff members shall watch for potential hazards while observing children and shall actively supervise to prevent injury. When a group of children is outdoors, the child care staff member responsible for the group shall be able to summon another adult without leaving the group alone or unsupervised.

(C) The center shall have onsite a safe, sanitary outdoor play space free of hazardous conditions which shall meet all of the following requirements:

- (1) Provides at least sixty square feet of usable space per child using the area at one time.
- (2) Is well defined by a fence that is safe and in good repair or a natural or other barrier. Fencing is not considered outdoor equipment.
- (3) If gates are used, they shall be equipped with functional latches, which cannot be easily opened by young children. Gates shall not be padlocked when children are present at the center.
- (4) Is protected from traffic and animals.
- (5) Is maintained free of heating and air conditioner units, generators, foreign objects and rubbish or these items are fenced or made inaccessible to children.
- (6) A shaded area is provided.
- (7) Access to bathroom facilities and drinking water are provided during play times.

(8) Child care providers will take a plastic bag for storage of accumulated trash, rubbish and garbage outside of the play area. A trashcan with a lid is permitted in the play area if it is emptied daily and kept in a clean condition so as not to attract insects.

Children shall only use equipment, whether stationary or portable, that is safe and appropriate for their age or development.

(1) Equipment shall meet all of the following requirements.

(a) Be placed out of the path of the area's main traffic patterns.

(b) Be anchored or stable, and have all parts in good working order and securely fastened.

(c) Have all climbing ropes anchored at both ends and not capable of looping back on themselves creating a loop with an interior perimeter of five inches or greater.

(d) Have all "S" hooks closed so that there is no gap greater than .04 inch or the thickness of a dime.

(e) Be free of rust, cracks, holes, splinters, sharp points or edges, chipped or peeling paint, toxic substances, protruding bolts, or tripping hazards.

(f) Have no openings that are greater than three and one half inches, but less than nine inches to avoid entrapment of the head or other body parts. Equipment shall be able to pass inspection using the head probe, torso probe, and protrusion gauge as indicated in appendix B of the consumer product safety commission "Public Playground Safety Handbook" (publication #325, revised April 2008) which can be accessed at:
<http://www.cpsc.gov/cpscpub/pubs/playpubs.html>.

(g) Have protective barriers on platforms that are thirty inches or higher off the ground. A protective barrier means an enclosing device around an elevated platform that is intended to prevent both inadvertent and deliberate attempts to pass through the device.

(h) Be assembled and installed according to manufacturers' guidelines.

(2) Trampolines more than four feet in diameter shall not be permitted for use with children in care.

Outdoor play equipment designated for climbing, and swings and slides shall be surrounded by a protective, resilient surface that meets the following requirements:

Fall zones shall have a protective resilient material on the ground under and around the equipment.

Management of Illness / Health Check

In addition to the physician's examination and immunization records required for enrollment, we will observe each child's health through out the day. If we observe your child developing symptoms of illness during the day, we will isolate your child from the other children and call you to pick up your child.

A child isolated due to suspected communicable disease shall be:

(1) Within sight and hearing of a staff member at all times.

(2) Cared for in another room or portion of a room away from other children.

(3) Provided with a cot and made comfortable. For the health and well being of your child and others a child must be kept home if he/she develops any of the following symptoms of contagious disease until symptom free for 24 hours or the child's physician indicates a child can return to the center: If a child arrives at the center with the following symptoms they will be discharged to parent/guardian or approved emergency contact. A sick child must be picked up from the center with in two (2) hours of contact being made.

- 1) Diarrhea (more than one loose stool or an increase in number of stools)
- 2) Severe coughing
- 3) Difficult or rapid breathing
- 4) Yellow skin or eyes
- 5) Tears, redness of eyelids with discharge
- 6) Mouth sores with or without drooling
- 7) A fever of 100* F or above
- 8) Unusual spots or rashes
- 9) Sore throat or trouble swallowing
- 10) Infected skin patches severe itching of body or scalp
- 11) Unusually cranky, less active behavior
- 12) Headache and stiff neck
- 13) Vomiting
- 14) Tea colored urine
- 15) Loss of appetite
- 16) Gray or white stool
- 17) Heavy nasal discharge that is not clear
- 18) A parasite

Any other contagious or communicable disease

If your child has any communicable disease, please inform the center immediately so that we can take the necessary precautions. Children will be re-admitted to the facility once they have been symptom free for 24 hours. In some cases of a contagious and communicable illness, a physician's written release stating your child is no longer contagious will be required. If a written release is required, you will be notified.

It will be posted on the main parent board and at the entryway of each affected classroom of children exposed to a contagious disease

Safety

It is the responsibility of each staff member at The Willow Tree House to assume safety precautions for all of the children enrolled in our center. All children will be supervised at all times. If a situation arises which poses a threat to the well being of any of the children, it is up to all staff members present to remove the danger and take all necessary steps to ensure the safety of the children. All staff has immediate access to working telephones.

Keeping in touch:

It is important that we are able to contact at least one parent, relative or emergency contact at all times while your child is in our care. Our ability to contact you is important protection for your child in the event of an emergency.

We therefore, ask that you notify us immediately of any changes of address or telephone number.

If a child becomes ill or has an accident while at TWTH, the parent will be contacted immediately.

Calling the center

When you call the center your call is received in the business office. Teachers cannot be called away from the classrooms to answer the telephone. Feel free to give a message to the administrator. If you need to speak with the teacher, she /he will return your call as soon as possible.

Clothing/ Supplies

Parents of infants (six (6) weeks to 18 months) are required to provide an adequate supply of diapers and wipes. For parents using cloth diapers please be aware diapers will be returned soiled in plastic bags at the end of the day these bags must be removed daily. Each child should have at least two (2) changes of

Clothes per day and appropriate outdoor wear. Additional items include: blankets, bibs, crib, sheet, bottles (1 bottle per 2 hours of care). Formula is to be prepared in advance by parents/guardians. And special implements such as spoons or cups.

Parents of toddlers 18 to 36 months: must provide an adequate supply of diapers and wipes for any child who is not yet potty trained. Parents are to provide a change of clothing, crib sheet and appropriate outdoor wear, including boots and snow pants (winter months). In the summer, additional seasonal clothing is required.

Parents of preschoolers (3 – 5 years) should provide a change of clothing and appropriate outdoor wear including boots and snow pants (winter months). In the summer additional seasonal clothes are required.

Children who walk should wear closed toe shoes. "Gym", shoes are recommended. A waiver will be required for other types of shoes (ex. crocs, flip flops, sandals)

Parents are encouraged to label clothing with child's first and last name. Many times children do not remember what they wore or frequently children will wear similar looking items, this will help lessen any confusion.

The Willow Tree House cannot be held liable for lost clothing or possessions.

Birthdays

Birthdays are a special time at The Willow Tree House. Families are welcome and encouraged to join in the celebration. If you wish to bring a treat to the daycare, we ask that it is a nutritious or food or non-food treats (with approval). Please keep food allergies in mind when purchasing food from a licensed food provider. Please arrange for birthday celebrations at least one week in advance.

Bulletin Board Information

The "Parents Information Board" is located near the sign in sheet and is updated as needed please be certain to read the information regularly for updates. Additionally each classroom has its own bulletin board inform you on classroom activities, learning programs etc.

Cubbies

A cubby is provided for each child at our center. Please hang hats coats, etc there upon arrival. Please also leave their naptime buddy, blanket or show & tell item in your child's cubby during non-nap times. Parents are strongly discouraged from bringing expensive or treasured items from home to avoid hurt feelings, breakage or other loss. Items such as gum candy, money, play guns or pretend weapons of any type are strictly prohibited. If these items are brought into the center TWTH reserves the right to remove any items perceived as potentially harmful. TWTH cannot be held responsible if they are lost, stolen or broken.

Meals

For children able to eat table food, the daycare will provide breakfast, lunch and an afternoon snack in an 8-hour day. All meals will meet all state and federal nutritional guidelines. If your child arrives at the daycare after breakfast is over (8:30 am) we request that the child(ren) are fed breakfast before arriving. Any known food allergies and/or restricted diet approved by the child's physician should be on file at the daycare. Monthly menus will be posted on the family bulletin board, noting substitutions if applicable. Breastmilk and/or Formula are to be supplied by the parent. Formula is to be mixed prior to arrival at the center one bottle per 2 hours at the center are required. All children eating "baby" food this food is to be supplied by parents.

Menus are posted in the lobby

The Willow Tree House provides breakfast, lunch & a snack daily.

If your child has a special diet, the parent is responsible for providing a nutritional food substitute. All meat products served at The Willow Tree are chicken or turkey. No red meat or pork is served at the center. A snack shall provide nutritional value in addition to calories and contain at least one food from two of the four basic food groups.

The basic food groups are:

- (a) Meat/meat alternate.
- (b) Bread/grains.
- (c) Fruit/vegetable.
- (d) Milk.

A meal shall meet one-third of the recommended daily dietary allowances as most recently specified by the United States department of agriculture (USDA) child and adult care food program child care component as identified in 7 CFR 226.20 (Sept. 1, 2004). This includes at a minimum, one serving of fluid milk, one serving of meat or meat alternative, two servings of vegetables and/or fruits (one serving of each is recommended) and one serving of bread or grains.

The sizes of individual food servings may be varied according to the developmental needs of the child being served, but additional amounts of food shall be prepared and ready to serve in order to meet one-third the recommended daily dietary allowance for each child in attendance. A breakfast shall include, at a minimum, one serving each of fluid milk, fruit or vegetable, and bread or grains.

Only one hundred percent, undiluted fruit or vegetable juice shall meet the fruit or vegetable requirement for meals or snacks.

For children over twenty-four months of age, the center shall provide fluid milk that is vitamin D fortified. Low fat and skim milk shall be vitamin A and vitamin D fortified. Reconstituted dry powdered milk shall be used only for cooking and shall not be used as a beverage. For children under twelve months of age the center shall use formula or breast milk unless otherwise directed in writing by a licensed physician. For children older than twelve months but

under twenty-four months of age, the center shall provide and use whole homogenized vitamin D fortified cow's milk, unless otherwise directed in writing by a licensed physician.

Breast Feeding

Breastfeeding offers significant health benefits for the child. Babies who are breastfed have lower rates of meningitis, childhood leukemia and other cancers, diabetes, respiratory illnesses, bacterial and viral infections, diarrheal illnesses, allergies and obesity. For these reasons I strongly encourage breastfeeding, breastfeeding is a natural, nurturing act.

The American Academy of Pediatrics recommends that breastfeeding continue for at least 12 months. Moreover, breastfeeding offers significant health benefits to nursing mothers, including reduced risks of breast and other types of cancers, as well as osteoporosis. Mothers (as are all parents) are welcome and invited to come to the daycare at anytime during daycare hours to visit with their child.

Hours of operation

The Willow Tree House is open year round. Monday through Friday 7:00 a.m. to 6:00 p.m. All children should arrive no later than 8:30 a.m. if you wish for them to have breakfast at the center. Children must be at the center by 9:30 a.m. in order for them to be admitted for the day.

The Willow Tree House closes promptly at 6:00 p.m. parent who arrive after that time will be assessed a fee starting at 6:05 p.m. The late fee is 10.00 for the first five minutes and 2.00 per minute for each additional minute plus the initial 10.00. The late fee is per child and must be paid upon the next drop off or your child will not be accepted. The fee is per child. If your child is still in the care of the center after 7:00p.m. staff is required to call 241- kids. Repeated late departures may result in a child's termination from the program.

The Center will be closed on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanks Giving Day
- The Day after Thanks Giving
- Christmas Eve (closing 12:30)
- Christmas Day

Federal law (U.S.C. 6103) establishes the following public holidays. The Willow Tree House will observe these scheduled holidays. Please note that if the holiday falls on a non-work day- Saturday or Sunday – the holiday will be observed on Monday. (If the holiday falls a Sunday) or Friday (if the holiday falls on Saturday). Per our contract if you choose to observe an extended holiday you are required to pay your tuition to insure enrollment.

Health care

Because of the concerns over the health and well being of all children in our care if your child becomes ill at daycare you will have a maximum of two (2) hours to pick them up, there will be no exceptions, a late pick up fee will be assessed. The child must have a doctor's note and be symptom free for 24 hours before they return.

Medical Information

Prior to enrollment in the program, parents must provide your child's immunization record and information about current health care status. A **medical form must be completely filled in and signed by your child's physician** is required for participation in the program. A daycare physical is required to be on file within Thirty(30) days of enrollment. An annual updated physical **signed by your child's physician** is required after enrollment. Failure to comply with TWTH's requirements for up-to-date physical examination will result in the withdrawal of the child.

Policy for Administering Medications/ Food supplements/ Modified diets

Medication food supplements and modified diets will be administered only after the parent/ legal guardian and physician has completed ODJFS form 1217. Staff members who administer the medication will follow rule 5101:2-12-31 and the directions written on ODJFS form 1217. This form will become part of the child's file. All other medication will be kept in the kitchen in a labeled lock box. School age children will not be allowed to carry inhaler/ medication staff will keep these items which will be stored out of the reach of the children.

Over the counter medication must be age appropriate and accompanied with a doctor's statement. TWTH will only administer one dose of medication once per day. The child's parent must administer any other medication and doses. Medication that requires refrigeration will be kept in the kitchen in a labeled lock box.

Child's name and dosage instructions clearly written on them. Any known side effects need to be brought to my attention. **No injections will be administered with the exception of an EPI –**

PENS

- Over the counter and topical medications are defined as follows.
- Topical ointments: sunscreens, bug repellent, diaper ointment and teething gel
- Non prescription anti histamines/decongestants
- Acetaminophen's / ibuprofen / aspirin substitutes (Tylenol, Motrin)
- Cough suppressant

The Willow Tree House may discontinue administering any product if

- The product expires
- The product can be administered before or after childcare hours
- The consent form is incomplete

Incident reporting Procedures

In the event an incident occurs at the Willow Tree House in the event any of the following occurs; a child becomes ill or receives an injury which requires first aid treatment, A child is transported in accordance with this rule to a source of emergency assistance, a child receives a bump or a blow to the head, An unusual or unexpected incident occurs which jeopardizes the safety of a child or staff member, such as a child unattended, a vehicle accident with or without injuries or children exposed to a threatening person. An incident is defined, as an unusual event that happens does not necessarily result in the injury to the child.

A copy of the report for an incident shall be retained on file at the center or home for at least one year and shall be available for review by ODJFS. A minor injury is defined as an injury resulting in a child being able to return to normal activity; basic first aid may be given by staff. A copy of the report for a minor injury shall be retained on file at the center or home for at least one year and will be made available for review by ODJFS.

A serious incident/ injury/ illness is defined as an unusual or unexpected event which jeopardizes the safety of children or staff, an incident, injury or illness resulting in a limitation in the child's activity, medical attention and intervention is necessary (beyond basic first aid by staff) child is taken home/ medical office/ hospital. Notification (speaking to a representative from the appropriate licensing office) shall be made within 24 hours to the office for Children and Families Help Desk (for centers and type A homes) or to the county Department of Jobs & Family Services (for reports from home providers).

The report must be received no later than three business days from the occurrence via fax or e-mail. A copy of the report for a serious incident/injury/illness shall be retained on file at the center or home for at least one year and shall be available for review by ODJFS. The child development staff member in charge completes an incident report in duplicate. The Willow Tree House Administrator reviews and signs the report. A copy of the report is given to the individual 'picking the child up from care that day and a copy is kept in the administrators office.

Grievances

Please feel free to discuss any problems or concerns you may have with the center director. If you are not satisfied with the discussion made you may file a written grievance. Any grievance has to be filed within fifteen (15) days of the incident or problem and will be addressed by the center owner or designated representative,

Philosophy and Curriculum

At The Willow Tree House, we respect children as individuals. Age-appropriate programs and dedication to ensure that children get the positive learning experiences they need to grow up happy and confident

Supervision of children

Supervision of children is the act of actively observing and guiding a child or group of children. This includes but is not limited to awareness of and a responsibility for the activity of each child and being physically present and near enough to intervene if needed. Children at TWTH will be supervised at all times (even during potty breaks)

Teacher / Child ratios

Infants 0 -12 months 1:5 or 2:12 maximum group size 12

Infants 12 – 18 months 1:6 or 2:12 maximum group size 12

Toddlers 18 - 30 months 1:7 maximum group size 14

Toddlers 30 months – 3 years 1:8 maximum group size 2:16

Preschoolers 3 – 4 years 1:8 maximum group size 16

Preschoolers 4 yrs old until age eligible for kindergarten 1:14 maximum group size 28

School agers age eligible for kindergarten to age 11 years 1:18 maximum group size 2: 36

Transitioning

Parents will be notified when it is time for their child to transition to the next room. Once it is deemed time to transition children will visit the classroom they are to transition into at least twice a week so that they will be ready to join the class fulltime. The transitioning agreement will be signed and dated by the parents.

Parent involvement / participation

The Willow Tree House regards parent involvement as essential to the quality of an excellent child care program. We want to be supportive partners with you in the care of your child.

If you or any employee has a concern about your child or the policies, practices, procedures or needs assistance with concerns at our center, you should:

- 1) Talk to your child's teacher
- 2) Talk to the lead teacher
- 3) Talk to the administrator / Director

Parents are encouraged to volunteer as a story reader, classroom helper, etc. or visit in the rooms and assist teachers on field trips, when their schedule permits such involvement. After the children become oriented to the center, we will be touch with you to see you when like to come in.

Any custodial parent or guardian of a child enrolled in the center will be permitted unlimited access to the center during hours of operation for the purposes of contacting their child(ren), or evaluating the care or the premises. A parent of a child enrolled at the center who is not the child's residential parent will be permitted unlimited access and afforded the same rights as the residential parent unless there is court documentation limiting access and conditions of the non residential parent. The center will abide by custody agreements for visitation and releasing a child.

Infant Care

Children 6 weeks to 18 months of age

Child teacher ratio 5:1 no more than 5 infants with a staff member

We understand that the first five years of a child's life is an amazing time of growth and learning that serves as the foundation for future stages of development. The Early Foundations Infant program provides the right environment and experiences to meet these rapidly developing abilities. Our program emphasizes the importance of positive, supportive interactions. We will sing, read, and talk to your child to help him or her with this critical development. Age-appropriate activities promote cognitive and social development in a warm, nurturing environment.

Infant Daily Schedule

- 7:00 a.m. -8:30 a.m. Individual activities, diapers checked upon arrival
- 8:30 – 9:15 snack, bottles (individual feeding schedule followed through the day
- 9:15 - 9:30 clean up, snack, diaper checks (individual nap schedule followed though the day).
- 10:30 – 10:45 outside playtime / indoor gross motor activities.
- 10:45 – 11:00 diaper checks
- 11:00 – 11:30 lunch
- 11:30 – 11:45 clean up from lunch - diaper checks
- 11:45 2:00 p.m. individual activities for those who are awake
- 2:00 -2:30 snack
- 2:30 – 2:45 clean up, diaper checks
- 2:45 – 3:15 small group time –exploration of materials.
- 3:15 -4:00 outside play / indoor play gross motor activities.
- 4:00 – 4:15 Diaper checks
- 4:15 – 5:00 individual activities
- 5:00 – 6:00 quiet activities, prepare to go home.

Toddler Program

Daily schedule Toddlers / Preschoolers

A.M.

- 7:00 – 8:30 arrival, greeting, Breakfast, children may eat as they arrive.
- 8:30 9:00 clean up, diaper checks
- 9:00 – 9:30 circle
- 9:30 10:00 art
- 10:00 – 10:30 Preschool lessons
- 10:30 - 11:15 outside play/ indoor muscle room.
- 11:15 – 11:30 transition indoors / from play wash hands prepare for lunch.
- 11:30 - 12:30 Lunch
- 12:30 - 12:45 diapering/ toileting older children.
- 12:45 3:00 story –time, nap
- 3:00 3:15 wash hands, snack
- 3:45 4:30 group activity, games
- 4:30 5:30 outdoor play/ indoor muscle room
- 5:30 – 6:00 diapering/ toileting hands washed. Prepare to go home.

Children at least 18 months but less than 3 years of age

Child teacher ratio 6:1

It is a whole new world when babies take to their feet. They walk, they talk, and they begin to develop relationships with each other. The toddlers program is filled with sensory experiences that emphasize the importance of their environment and relationships. Your child will receive unparalleled level of interaction while individually nurturing each child.

Two year Program

Two-year-olds are terrific learners. They are beginning to understand group play and become better at communicating their thoughts. The two-year-old program emphasizes language development to help children turn their ideas into words and sentences. Children will also have plenty of group activities to practice social skills, such as cooperation, sharing, and taking turns.

Preschool Program

A preschooler's world opens up in new ways as children improve coordination, learn complex games, and begin to interact more with their peers. The Preschool program introduces language, math, science and social skills in a logical, natural sequence to encourage learning one step at a time. We provide plenty of individual attention to support your child's unique needs.

Pre-kindergarten

Preparing for school and a lifetime of learning together, Pre-kindergarten is a critical time for children as they begin the adventure of a lifetime of learning. Our Early Foundations Pre-kindergarten program promotes independence while preparing your child for the next exciting phase—kindergarten! We make the transition smoother by helping children become more familiar with an organized environment. We focus on group play to develop social skills, such as listening, sharing, and cooperation. Our teachers have a passion for what they do and consider it a privilege to collaborate with you during this special time in your child's life.

- 6:00 – 8:00 Arrival; greeting, individual activities, breakfast.
- 8:00 – 9:00 clean up
- 9:45 – 10:00 music self – initiated activity
- 10:30 – 11:00 group time special activity
- 11:15 – 11:30 wash hands bathroom breaks
- 11:30 – 12:15 clean up for lunch
- 12:15 – 3:00 nap (for whoever wants to sleep) quiet time.
- 3:00 – 3:45 wash hands bathroom breaks snack
- 3:45 -4:30 outdoor play. Indoor muscle room
- 4:30 – 6:00 work on schoolwork, self-initiated activities, and bathroom breaks, prepare to go home.

After School Program

Our after school program is for our children Kindergarten through sixth grade, our focus is on physical activity and academics. If you are interested in utilizing these services, please contact the director for additional information. If a child gets dropped off by school bus and child does not come to our center we will call the parent to see if child was at school that day then call school, emergency contacts then 911. This is how our center will follow through if a child scheduled to be at the center and did not arrive and if we could not contact parents and or emergency contacts.

Before/ After school program

- 6:00 - *:00 Arrival, muscle room time to work on any schoolwork that may need to be completed.
- 8:00 -9:00 snack to school agers before buses arrive
- 3:00 – 4:00 school agers arrive
- 4:00 - 4:30 snack, bathroom breaks
- 4:30 -5:15 work on schoolwork, quiet time self initiated activities
- 5:15 – 6:00 outdoor play/ indoor muscle room, clean up bathroom breaks, prepare to go home.

The Classroom Environment

We create an environment that is developmentally appropriate for each child. Opportunity is provided for each child to grow physically, emotionally and intellectually.

Child guidance and classroom management policy

All teachers and staff are held to the highest level of ethical behavior and the standards set forth by the state in rule 5101:2-12-22

The ultimate goal of behavior guidance and classroom management is that children learn self-discipline and become good decision-makers. We use through proactive and reactive means, we will work to treat each family with care and respect while guiding children toward the goal of self – discipline and positive decision making. We ask that you re enforce these learning habits by modeling positive behavior with your children. When working with children whose behavior is unacceptable staff **shall not**:

- 1) Abuse or neglect the child
- 2) Utilize cruel, harsh, unusual, or extreme techniques;
- 3) Utilize any form of corporal punishment
- 4) Delegate children to manage or discipline other children
- 5) Use physical restraints on a child
- 6) Restrain a child by any other means than holding children for a short period of time, such as a protective hug, so that the children may regain control
- 7) Place children in a locked room or confine children in any enclosed area
- 8) Confine children to equipment such as high chairs or cribs
- 9) Humiliate, threaten or frighten children
- 10) Subject children to profane language or verbal abuse
- 11) Make derogatory or sarcastic remarks about children or families
- 12) Punish children for failure to eat or sleep or for toileting accidents
- 13) Withhold food (including snacks & treats), rest or toilet use
- 14) Punish entire group of children due to the unacceptable behavior of one or a few
- 15) Isolate and restrict children from all activities for an extended period of time.

Please refrain from using developmentally inappropriate language or improper behavior guidance methods while in the facility.

Child care staff members assigned to supervise a child or group of children shall be responsible for their guidance and management.

(B) Child guidance and management measures must be developmentally appropriate for the child, shall be consistent, and shall be explained to the child.

(C) The child care staff member shall:

(1) Use developmentally appropriate techniques suitable to the children's ages and relevant to the circumstances such as, but not limited to:

(a) Setting clear limits. (b) Redirecting the child to an appropriate activity. (c) Showing children positive alternatives. (d) Modeling the desired behavior. (e) Reinforcing appropriate behavior. (f) Encouraging children to control their own behavior, cooperating with others and solving problems by talking things out.

(2) Intervene, when needed, as quickly as possible to ensure the safety of all children.

(3) If centers use developmentally appropriate separation from the situation the separation shall last no more than one minute for each year of age of the child and shall not be used with infants. When the child is to return to the activity child care staff members must review the reason for the separation and what behavior is expected.

(4) Communicate and consult with parents or guardians prior to implementing any specific behavior management plan. This plan must be in writing and signed by the parent/guardian and must be consistent with the requirements of this rule.

Special information for parents of infants and toddlers

- Please make certain your child has the following at the daycare facility on a daily basis
- Two crib sheets labeled with your child's name
- Two receiving blankets labeled with your child's name
- Two changes of clothes including socks and onesies
- Enough prepared formula or breastmilk for one day (labeled with child's full name and dated)
- Food and cereal (labeled with child's full name and dated)
- Enough disposable diapers and wipes for the day or week, replenish as needed
- All of the infants soiled belongings must be taken home nightly, laundered, and sanitized.
- All items must be labeled including pacifiers, baby bottles, sippy cups, blankets, sheets and clothing. Pacifiers should be attached to child's clothing.

Safe sleeping position

Our rule at The Willow Tree House in accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep. Infants, who fall asleep in swings or other baby seats, will be moved to their assigned crib/pack-n-play. Sleeping Infants will nap in their assigned crib/pack-n-play on their individual schedule. If you request your child sleep in a position other than advised it will require a physician's sleep position waiver form signed by a doctor. A waiver will also be requested for child to sleep in any other position.

Toilet training procedures

It is best to start toilet training when your child recognizes their diaper needs to be changed. At this point children may be ready to learn and be able to control their bowels and bladder. Starting potty training too early may cause frustration for child. Toilet training is recommended for children between two and three years of age.

- Clues to recognize when your child is ready to toilet train:
- Verbal request
- Gestures of pulling down pants
- Leading caregiver to the bathroom
- Squirming in place
- Pointing gestures

- Tugging at their diapers

This growth period is a natural progression in maturity and independence. Please do not use shaming or humiliating language or actions when a child has an accident. This type of behavior will negatively affect a child and may lead to a complete set back.

All efforts made by a child will be met with praise and encouragement.

If an accident occurs the child will be assisted with cleaning up, staff will use gloves. For health and safety reasons soiled clothing will not be laundered or rinsed at the daycare. Soiled clothing will be returned in a sealed plastic bag.

Weather Emergencies / Closings

In the event of inclement weather conditions, our policy with regards to the closing the center is the center will be closed if The University of Cincinnati is closed we will also close. We will also announce closings for winter storms on local news channels.

Other emergencies would be loss of heat; air or water main breaks etc. The Director will evaluate each emergency condition to determine if the center should be closed. Your child's teacher will contact you or the center Director if we determine the center will close. Please know there will be no reimbursement of fees for emergency

Emergency Evacuation / Rapid Dismissal Plan

TWTH rapid dismissal plan is posted on the bulletin board in each classroom. The rapid dismissal evacuation plan is designed for implementation in extreme emergencies. This includes life occurrences, personal security (intruders), structural damage to the site, fire, gas leaks, etc....

The staff will escort the children to the Mayerson Building directly across the street from the center.

General Emergencies and Accidents

The Willow Tree house has a written plan for medical, dental and general emergencies complete a JFS 01242 "Medical, Dental and General Emergency Plan" (rev. 09/2006). This medical, dental and general emergency plan shall be implemented, when necessary, and is posted, readily in view, by each telephone and in each classroom, and other spaces used by the children.

(B) General emergencies include:

- (1) Any threats to the safety of children due to environmental situations or threats of violence;
- (2) Natural disasters such as fire, tornado, flood, etc.;

(3) Loss of power, heat, or water.

(C) "Serious incident, injury, or illness" includes any situation occurring while a child is in care of the center, that requires emergency medical treatment or professional consultation or transportation for emergency treatment.

(D) A fire and weather alert plan shall also be posted in each classroom, and other spaces used by the children, such as large muscle space, gymnasium, cafeteria, and shall include a diagram indicating evacuation routes.

(E) A JFS 01201 "Dental First Aid Chart" (rev. 09/2006) is completed and posted in each classroom and other spaces used by children (E)(F) The center shall have access at all times to a working non-coin operated telephone within the child care center building.

(G) The center shall conduct monthly fire drills at varying times. Documentation of these drills shall be posted in a conspicuous location.

(H) If a child is transported for emergency treatment, the child's health and medical records required by rules 5101:2-12-37 and 5101:2-12-38 of the Administrative Code shall accompany the child. The center administrator or a child care staff member shall stay with the child until the parent or guardian assumes responsibility for the child's care. In the case the building is evacuated all children's will be taken to the evacuation site.

In the case of an emergency all parent will be contacted

Fire /Tornado Drills

Fire Drills are conducted monthly at varying intervals. All children and staff are instructed on the proper way to exit the building. A written report is kept on file. Emergency evacuation plans including fire and weather are posted in each classroom on the bulletin board.

Child abuse and Neglect

As a caring and concerned childcare provider, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families in varying degrees. When abuse occurs, both children and parents/guardians are the victims and need support understanding and help. Furthermore, We are required by law to report all suspected cases of abuse and neglect. Parents may ask for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

- To protect children in our care we take the following measures:
- All persons in the state of Ohio are required to undergo screening and background checks.
- State required observation, reviews of facilities and staff.

Family termination of enrollment: If the family decides they wish to terminate enrollment with TWTH for any reason we hope that every effort will be made to correct any situation with which you are unhappy with in reason.

Two weeks notice is expected if prior notice is not given you will still be responsible for those two weeks of tuition.

Family involvement and communication

The Willow Tree House has an open door policy for enrolled families to address any questions or concerns. We recognize the importance of being able meet with your child’s teacher to discuss her/his emotional, social and physical development during the time they are enrolled with us. We will do annual conferences with the parent and teacher and or administrator. If you like, you can request an earlier conference be scheduled.

It is our goal to treat each child and family with understanding and respect while being responsive to your individual needs and expectations. The intent of the family handbook/partnership guide is to provide information that is both helpful and necessary to provide a safe, happy and healthy childcare environment for your child.

Policy for Non-Discrimination

Our program is designed for children 8 weeks to 5 years of age. All children are accepted on a first come first serve basis. The Willow Tree House does not discriminate on the bases of race, gender, religion or national origin. “In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Witten Building, and 1400 Independence Avenue, SW Washington D.C. 20250-9410 04 call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Privacy Policy

We collect public and nonpublic information about you from the following sources:
Information we collect from forms used in the enrollment process
Information about your transaction with us, Community Action Agency, Head Start and HCDJFS

Smoke Free Environment

TWTH maintains a smoke-free environment in compliance with state and federal laws. We ask that you do not smoke in the daycare or on the daycare property.

Special needs children

TWTH will accept children with special needs if reasonable accommodation is possible. I will work with the child's physician, therapist or other professionals to accommodate the child. The more information provided would better enable me to work with the child.

Student Confidentiality

Information pertaining to a child and his/her family are kept confidential at all times at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well being or requested by a legal subpoena. Student files are otherwise confidential and are monitored only by the administrative staff. If your child is involved in an incident with another child, the identity of either child will not be released to the other party without prior written consent. From parents/guardian except where prohibited or required by law. Federal law prohibits The Willow Tree House from testing children who bite for HIV or Hepatitis B.

Enrollment

Children must be at least six (6) up age five (5) years weeks of age. No child will be admitted unless the center has been furnished with:

- A completed enrollment / health information forms
- A completed emergency transportation form
- A completed medical which is to be signed by the child's physician indicating the following:

The child is free from contagious or communicable disease and is able to participate in child day care activities. Immunization records for tuberculosis, DPT, (diphtheria, pertussis, tetanus) and boosters oral polio, measles, rubella, mumps, HIB (haemophilus B), Hepatitis B, Varicella Zoster (Chicken pox), and hepatitis A including the date of the immunization and the history of diseases your child may have had.

Tuition / Fees

The Day Care program is dependent upon parent fees. This fee continues despite of children's absence due to vacation, illness, and etc. fees must be paid prior to service. Those families who need financial assistance in paying day care fees are referred to the coordinated day care system Title XX / Voucher program. **Tuition & Fees are due Monday the week of service. Any fee not paid by Tuesday will result in a (five) 5.00 per day late fee.**

Late pick up fees: The Willow Tree House closes promptly at 6 pm a late fee will be assessed starting at 6:05pm of 10.00 and 1.00 per minute until pick up starting at 6:06 pm

Voucher Fees

The Willow Tree House participates in Cincinnati's coordinated day care system /Title XX. Eligibility for this program is based solely on intake procedures conducted by Hamilton County Department of Job and Family Services (HCJFS). Voucher fees are set by HCJFS depending upon income and family size. Eligibility must be determined every six months. Any questions or concerns about vouchers need to be addressed with HCJFS. **Voucher fees are due the first day of the voucher period along with your voucher. Your child will not be accepted if voucher & fees are not received timely.**

Payment of Tuition

All fees are collected in the office or in the payment box. Parents are welcome to set up an auto payment plan through their financial institution. Fees are due prior to the week of services. . Failure to pay a fee before the first week of service means the receiving teacher will not admit your child into care. You tuition and or voucher fee is ongoing. **You must pay your fee even if your child is absent due to illness, vacation or posted holidays.**

Payments may be made by check*, cash or money order

Two (2) NSF checks will result in payments only being accepted in cash or money order

For those parents who are responsible for a portion of their child care fee, this fee is due the first day of the voucher fee in full.

Private pay fees are available upon request.

At registration a registration fee (25.00 non refundable)/ deposit will be required.

Absences/ Vacations

If your child is absent for an entire week, you will be responsible for that week in order to hold your child space. If your child will be, absent for a prolonged period, please speak with me as soon as you are aware.

Sign In/Out

Your child must be signed in and out each day. Please complete each section noting time date and who is dropping off/ picking up child.

Procedures for arrival and departure have been developed for the safety, security and well being for everyone at the daycare facility.

Please use front door only for entering and exiting the building.

And one final word

In certain circumstances, it may be necessary to discontinue a child's enrollment. This decision is based the best interest of the child concerned and other children in the class and the well being of everyone at the center.

Every effort will be made to correct the situation before a final decision is made.

- Termination of enrollment may be a result of the following:
- Abuse of other children, staff or property by child or parent/ guardian.
- Continued violation of TWTH policies by child or parent/guardian.
- Disruptive or dangerous behavior by child or parent/guardian.
- The inability of this daycare facility to meet the child's needs or the parent/guardian's expectations

This is a partial list and TWTH reserves the right to end the enrollment of a child at anytime for any reason deemed appropriate. Whenever possible prior notice will be given.



The Willow Tree House

Daycare

The Willow Tree House Family Handbook

Partnership Agreement

I have read the document entitled "Family Handbook Partnership agreement" and have received a copy of the Family Handbook Partnership Agreement.

Signature of Parent or Legal Guardian

date

Child's Name

date

Signature of The Willow Tree House

date