

Winter | 16



# ARWO

LEARNING CENTER

## Family Handbook

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*Nurturing capable, healthy and happy children!*

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## About Us

### **Welcome to Arwo Learning Center!**

The information contained in this “Family Handbook” will introduce you to the values and organization of the center. It will serve as a resource for the centers policies and procedures. Your familiarity with this handbook will help insure that your child has the most enjoyable experience. This handbook is a brief overview of our policies so please feel free to ask staff for clarification or questions should they arise. We look forward to working with you and your child!

### **Philosophy**

Arwo welcomes those of diverse faiths, ethnic origins, and race. While diversity may include different faiths, gender roles, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment that not only reflects each child’s unique abilities but also encompasses their home culture and experiences as well.

### **Enrollment, Tuition and Fees**

Children between the ages 6 weeks and twelve years are eligible for enrollment at Arwo Learning Center. Children may attend the center anytime between 7:00 a.m. and 6:00 p.m., Monday through Friday. Documents to be completed and returned before enrollment are:

#### Enrollment Forms

1. Application
2. Emergency Contact
3. Authorization to Treat a Minor
4. Class Management Policy
5. Health, Weather and Media Policy Acknowledgment
6. Copy of recent Immunization records
7. Last page of Family Handbook Signed

To reserve space in any class, a \$ 40 nonrefundable registration fee shall be paid upon enrollment. This fee will be used towards your last week of care if/when your child leaves the center.

## Tuition Rates: based on child age and weekly attendance

Ages		4/5 Days	3 Days	2 Days	1 Day
<b>Infants</b>	6 weeks – 15 months	\$250	\$188	\$125	\$63
<b>Toddlers</b>	15 months- 2.5 years	\$230	\$173	\$115	\$58
<b>Preschool/Pre-K</b>	>2.5 years	\$210	\$158	\$105	\$53

### **Admissions Process**

Below are the tasks required prior to your child's enrollment at Arwo:

1. Read through & become familiar with the Policies. You will be required to sign a form that indicates you have read, understand, & agree to ALL the Policies as outlined.
2. An acquaintance visit must be made. Arwo will not enroll a child unless a visit has been made to become familiar with Arwo & its directors & staff.
3. All appropriate forms must be filled out, signed, & on file PRIOR to admission. All necessary forms/consents will be given to you in your admission package.
4. All required supplies must be brought on or prior to the first day care begins.
5. Once enrolled you and your family are encouraged to visit our center prior to the first day to give our teachers, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier.

# General Policies

**Hours: 7:00am to 6:00pm Monday through Friday**

## **Holidays and closings**

- Christmas week through New Year's day
- Memorial Day
- Summer Break week of the 4<sup>th</sup> of July
- Labor Day
- Thanksgiving and day after
- Arwo Learning Center will close for up to 2 in service days through the year. We will let families know ahead of time when those days will be.

## **Inclement weather**

In the event of inclement weather, Arwo Learning Center will make every attempt to open as usual. However, to preserve the safety of our staff and children we will close if conditions warrant such action. Arwo Learning Center Families will be notified of the decision, prior to 6:00am, in the following ways:

- Channel 6 WCSH News
- WMTW CH 8 News
- WMGE Ch 13 News

If the Center is open, but because of severe weather and/or road conditions Administration decides to close early, families will be notified by phone. We will make every effort to remain open for working parents; however, if we find it necessary to close, we will not credit or discount tuition fees.

## **Confidentiality**

Children's records and information kept by the center are confidential. Information about children in care (or formally in care) and services provided to them by the facility must be kept confidential and shall be disclosed only upon written authorization of a child's legal guardian, Department of Health and Human services, child protective services and/or Law enforcement . All staff are expected to maintain a high level of professionalism. Staff are not permitted to talk about children to parents other than their own.

## **Parent Involvement**

Parents are welcome in the classroom to assist in crafts, reading aloud to the children, joining in or leading an activity. We encourage parents to inquire about their child's day and participate in it when possible. However, if your child becomes upset about your coming and going or if your visits become a distraction, we reserve the right to reassess this policy on a case by case basis. Our teachers need to be attentive to the children at all times and we ask that socializing with teachers be kept to a minimum during parent visits.

## **Center Happenings**

Arwo makes every attempt to keep parents up to date on happenings here at the center and in the community. Center newsletters are sent out at least 4 times a year and classroom newsletters are sent out monthly. Parent bulletin boards are in each classroom, and white boards are located in each classroom and updated daily. Please read them. It is also the parents' responsibility to keep up to date by being aware and checking for updates. Together as partners we will be able to provide your child with a fun and safe learning environment.

## **Drop-off and Pick up**

- Parents are expected to accompany their child into the center. The teachers are glad to assist you and your child at your drop-off time. Teachers, however will not assume direct responsibility for your child until you are ready to walk out of the building. It is important for the teacher to keep a watchful eye on all the children in his or her care. You are welcome to stay for a short while and assist your child through this transition. Simply notify the classroom teacher when you are ready to leave and the teacher will assist
- Please refrain from using your cell phone upon entering the building. It is important that your focus be on your child at that time
- Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person (including grandparents). If there is any concern, the staff of Arwo Learning Center reserves the right to deny a person's request to pick-up a child
- Your child's classroom teacher may be available at pick-up time for short questions. For longer discussions or particular concerns please schedule an appointment. Parents are expected to assume full responsibility of their child once they enter the classroom. Do not allow your child to touch the exit door handles or open the doors. We work very hard at teaching the children not to touch the exit doors
- Children enrolled on a part-time basis are expected to be picked-up at the agreed upon daily time. The parent or guardian of a child not picked-up until after the agreed time, or past closing (6:00 p.m.), will be charged \$1 per minute. All late fees are expected by 6:00 p.m. the following day. This fee applies per family. Payment should be given directly to the staff member

## **Parking**

Parking spaces for drop off and pick up will be the spaces near the main entrance (Glass door under blue awning). There is extra parking around the back of the building. Please be mindful of people walking in and out. It is important to use caution when entering and exiting the parking lot.

**Absences**

Tuition is expected for days your child may be absent due to illness, family emergencies, doctor visits, hospitalizations, vacations, or any other reason. Please note that tuition rates do not change for toddler or preschool children in the event of a week including a holiday. After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. Consequently, as much as we might like to, we cannot make allowance for any days missed in your regular attendance schedule.

We do not trade a scheduled day for another day. Parents may request an added day or extended hours to a day. We will check our schedule and will let you know if an opening is available. Please fill out a Parent Communication Form or contact the Building Director.

Parents who are receiving DHS child care assistance must pay the full regular tuition rate (by cash, check, or money order) until the authorizing paperwork is delivered to us for DHS billing. Upon our receipt of DHS payment, you will be reimbursed whatever you have paid, with exception of your copay. You are responsible to directly pay us your DHS co-pay each week. Rate may vary according to DHS disbursement. If DHS billing lapses it is your responsibility to pay the full tuition amount until DHS notifies us otherwise.

**Withdrawing**

A two-week notice is required before withdrawing a child from our center. Account must be paid in full before withdrawing—including your child's tuition for that two-week period. Any account past due at time of disenrollment will be sent to a collection agency after 30 days. The director at Arwo Learning Center reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees
- Not observing the rules of the center as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired immunizations and/or physical

**Vacation Policy:**

We allow our families 1 week per year at a 50 percent discount. We must have at least a two week notification before we will discount this week. These will be five consecutive days that the child will not be at the center. We follow the calendar year of January – December.

## Health and Safety

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill or displays an unknown rash, your child's teacher will consult the director and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come immediately. The child will wait for parents' arrival in the administrator's office. Books, crayons and others activities will be presented for the child. This is to protect the health of your child and his / her classmates. Your cooperation is greatly appreciated.

### **Arwo Learning Center will not allow children at the center if:**

- A child with a temperature of 101 degrees. The child will be sent home from the center and remain home until fever free for 24 hours before returning to the center (without any fever reducer)
- A child with impetigo must stay home and can return to the center after being on antibiotics for 24 hours
- Conjunctivitis: a child with these symptoms will be removed from the classroom and parents will be contacted immediately. The child can return to the center after having two dosages of eye ointment and all the discharge from the eye is cleared up
- A child with 2 bouts of diarrheas in one hour (foul smell and not contained in the diaper) will be sent home from the center. The child can return to the center when normal bowel activities are back for 24 hours
- A child with vomiting symptoms will be excluded from the center and remain at home until normal activities return
- A child with strep-throat must stay home and be on antibiotics for 24 hours before returning to the center
- Ear infection: a child may attend the center with these symptoms if a note from the pediatrician is provided
- Scarlet fever, hand, foot and mouth: a child with these symptoms must stay home and return to the center with a note from the pediatrician stating that the child is not contagious and may participate in all the activities
- Chicken pox: a child with these symptoms must stay home. The child may return to the center with a note from the pediatrician stating that the child is no longer contagious and is able to participate in all daily activities and **all** lesions are crusted over
- Head lice a child must stay home and return to the center lice and **nit** free

Arwo will notify all parents of a common illness and ask the parents for their cooperation in keeping the center healthy. Teachers will increase cleaning in the classroom if a common illness is present at the center.

Arwo will notify parents in writing, if a communicable disease (Measles, salmonella chick-pox) was present at the center. Children with any communicable disease symptoms will be excluded from the center. In order to return a note from child's physician is required stating that child is no longer contagious and may participate in all daily activities.

## **Food and Nutrition**

- Arwo serves morning snack, lunch, and afternoon snack
- We serve plan meals that teach good nutrition to the children
- We encourage children to sample new foods and taste what's being served; however, we cannot require children to eat or in any way punish them if they choose not to eat all foods served
- Please speak with our director if your child has special dietary needs or to inquire if your family is eligible for the Children and Adult Care Food Program (CACFP)

## **Infection Control**

All staff and children shall wash their hands with liquid soap and running water at the following times:

- Before eating or handling food
- After changing a diaper or toileting
- After coming in contact with bodily fluids
- Staff is required to use disposable gloves if handling bodily fluids
- All tables, high chairs and changing surfaces will be washed with soap and water and disinfected after each used
- Infected areas will be disinfected immediately with a bleach solution
- Used gloves will be thrown in a lined, covered container and all staff members shall wash their hands with soap and water after handling bodily fluids or blood
- All clothing will sealed in plastic containers, labeled with the child's name and returned to the parent at the end of the day

Arwo will hold Training in infection control once per year. The Director or the health care consultant of the center will be holding the training. During this training, staff members will be provided with handouts including all the information regarding:

- Hand washing for children and staff
- When to use disposable gloves and how to dispose gloves
- Items that must be washed and disinfect daily

A training log will be signed from all the participants and kept in the center file

## **Medicine**

Non-prescriptive medication (Tylenol, nose drops, etc.) as well as prescription medication will only be administered after a parent signs, and dates a form entitled, Medication Permission Form. The parent must provide all medications. Arwo Learning Center does not supply any medications. All medication must state the appropriate dosage for your child's weight or age. If not than a doctor's note stating proper dosage will be required before we can administer medication.



Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision; never the center staff. Please inform a teacher if your child's medication needs refrigeration.

### **Outdoor policy**

Outdoor play is an important part of children's activities. Outdoor play encourages children's large muscle development and balance and is a great way to experience many science concepts.

- Children are protected from intruders and busy traffic by a good fenced in play area
- Children are actively supervised and visible to adults while playing outside. A roster, which includes each child's name, is checked as children move outdoors, return to the classroom, and periodically during outdoor time to be sure all children are present
- We encourage outdoor play every day when weather permits. When outdoor temperatures seem uncomfortable, are above 90\* or lower than 30\*, including wind chill, scheduled outdoor play activities and times may be altered. Children should be dressed in clothing appropriate for all weather conditions

We are concerned about sun safety all year round but particularly late spring through the early fall season, when the sun's rays are the strongest. At this time we ask parents to provide sunscreen for their child. Staff will apply before each time outside.

### **Injury**

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report will be completed by the closest staff and signed by the center Director. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In the event of a major medical emergency or an accident, the center teacher or director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian and family physician will be called immediately.

### **Fire Safety**

We have a written fire evacuation plan and practice a fire drill with the children every month. The center is inspected regularly for fire safety.

### **Bottles, Blankets and Pacifiers**

You may send extra bottles, a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible

if lost. When you are ready to wean your child, please communicate with your child's teacher so a consistent strategy between home and our center may be established

### **Diapering**

- Attention to sanitary diapering of infants helps prevent the spread of infectious diseases. Diapers In our program are provided by the parents. We label the package with the child's first and last name and store them within reach of the diapering area
- Disposable, moistened wipes must be stored in the original container to preserve moisture. Individual containers, brought by the parent/guardian must be labeled with the child's name
- Over-the-counter diaper ointments must be purchased by the parent for the child and labeled with the child's name
- If a prescription ointment (like Nystatin) is to be applied, a Medication Permission Form must be completed and signed by the parent. The ointment is labeled with the child's name, locked up and must be applied by the individual designated to give medications
- We request extra sets of outer clothing for diapered children as clothing can be soiled by leaks from diapers or from spills of food or formula

### **Treasures and Possessions**

Each child will need a blanket to use at naptime. A pillowcase is also requested for storing the blanket. Your child's name must be clearly written on the pillowcase and blanket. The pillowcase and blanket are taken home each Friday to be washed and returned the following Monday. A small pillow or small stuffed toy is permissible. Sometimes children need to bring special toys or newfound treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at daycare. We encourage you to keep personal belongings and toys at home unless the teacher has scheduled a show and tell day. Videos brought in to share with the class must be 'G' rated. Arwo will not be responsible for any lost items. Important...there are four things we feel strongly must remain at home: toy guns, gum, money, and candy.

### **Behavior and Discipline**

- We start the day reviewing classrooms rules
- We always make eye contact when speaking to a child
- We are firm but kind
- We set direct and simple limits
- We encourage and reward appropriate behavior
- Always be aware of our language and tone
- If a child is involved in a temper tantrum he or she we be allow do so

- A staff member will stay with the child and continue to speak in a calm and kind tone to the child.
- We will remove and distract a child from the situation
- We will use a time-out as last resource. Time out will be a minute per age no more than four minute
- A parent will be contacted if the child does not calm down

**Arwo Learning Center will never:**

- Use verbal abuse or corporal punishment
- Deny food or drink to a child for punishment
- Punish a child for soiling or wetting clothes
- Use physical restraint
- Isolate a child
- Arwo will always encourage positive reinforcement

**Biting Policy**

A child biting another child is one of the most common and most difficult behaviors in group childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved. We will go over our biting policy and procedures in more detail should your child be part of a biting incident or should you have any questions.

**General Liability disclosure**

- Child Abuse and Neglect

We are required by law to report suspected child maltreatment to an appropriate agency, such as child protective services, a law enforcement agency, or a State's toll-free child abuse reporting hotline

- Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director

- Changes in Policies

The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the center director or center owners. Arwo Learning Center Family

## **Curriculum**

It is important that the children in our care have fun but are learning as well! Our staff will plan developmentally appropriate lessons and activities to promote growth and development. Arwo staff are members of Maine Roads to Quality, a professional recognition system. The Maine Registry was created to develop a more professional early care and education field.

Teachers will implement weekly themes into their classrooms. Children will experience the following:

- Early Language and Literacy
- Creative Arts
- Health and Physical Education
- Mathematics
- Science
- Social Studies
- Personal and Social Development

Teachers will evaluate on a regular basis. Assessments and evaluations will be conducted three times a year. Copies will be sent home and kept in each child's portfolio. Parents may request a parent/teacher conference.

## Infant Program: South America Room

Every infant is an individual with unique abilities, desires and emotions so we individualizes the care we give to your infant to nurture trust and self-esteem. In the South America Room, we provide a stimulating program which encourages visual, language, and motor experiences to enhance learning through their own natural curiosity. Our teachers will guide and encourage your child in every stage of his or her development.

Hours	4/5 Days	3 Days	2 Days	1 Day
Rates	\$250	\$188	\$125	\$63

- Ages 6 weeks to 15 months
- Ratios 4 to 1, max of 8 infants with 2 staff
- Curriculum Thematic Based

### Developing a love of learning!

As your infant grows and changes - which happens on a daily basis at this stage - we make changes, too, so development and learning unfolds naturally

- introduces your infant to group activities to start building socialization skills
- offers age-appropriate toys and materials that get your infant thinking and moving

### Parents should bring in the following supplies:

- Diapers, wipes, formula if your child can not drink what the center provides, one or two bottles and several changes of clothes
- Arwo will provide utensils, bowls, sippy cups, bibs, blanket

Example Schedule	
7:00 – 9:00	Breakfast, Bottles
8:30 – 9:00	Diaper Checks/Changes
9:00 – 10:00	Morning Activity/ Indoor Play /Books, Music/Toys
10:00 – 10:20	Morning Snack/Water/Bottles
10:20 – 11:30	Morning Naps, Indoor/Outdoor Walks/Playroom
11:00 – 11:45	Diaper Checks/Changes
12:30 – 1:00	Diaper Checks/Changes
1:00 – 3:00	Afternoon Naps/Playroom, Toys
2:40 – 3:00	Afternoon Snack
3:00 – 3:30	*Diaper Checks/Changes
3:30 – 6:00	Afternoon Activity/Playroom Indoor/Outdoor Walks & Play: Balls, bubbles
*We know all babies are different. We will, of course, take care of "as needed" or "on demand" needs when they come up. Diapers are changed every two hours or as needed. This schedule can change without warning.	

### Physical Activity

Infants are always placed on their backs for sleep. While awake, and on a clean, safe surface, infants are placed on their tummies at least twice a day for 15 minutes to strengthen the neck, back and shoulders. During this time, a caregiver will interact with the infant (gentle stroking, talking, and singing (calling attention to colorful toys on the left, the right and straight ahead). As the infant gets older, placing toys just out of reach will encourage reaching and crawling.

# Toddler Program: Africa Room

Toddlers are explorers so naturally they want to go everywhere and do everything. Our highly trained teachers take great care to create a territory geared for exploration, excitement, and exercise. In the Africa Room your little adventurer will find his voice, make new friends and develop confidence in newfound abilities.

Hours	4/5 Days	3 Days	2 Days	1 Day
Rates	\$230	\$173	\$115	\$58

- Ages 15 months to 30 months
- Ratios 1 to 5 max 15 with 3 staff
- Curriculum weekly theme based

**Parents should bring in the following supplies:** Diapers, wipes, extra clothes and formula if it's other than what we provide.

### Developing a love of learning!

In the Africa room toddlers are given a variety of choices for learning experiences that help develop their brain, personality, behavior, and health.

- Language ability and vocabulary development
- Social skills, such as focusing and collaborating
- Physical coordination skills
- Early counting skills
- Potty training

### Physical Activity

Children in our toddler classes accumulate at least 30 minutes of physical activity each day through games and movement activities such as marching with musical instruments, music songs accompanied by physical action (the Hokey Pokey for, example), or acting out stories with lots of vigorous movement.

Example schedule	
07:00 – 8:00	Breakfast & Individual Small Group Play
08:00 – 9:30	Large Group Time – Stories, Songs, Calendar, Art etc.
09:30 - 9:45	AM Snack
09:45 – 10:00	Diapers / Potty*
10:00 – 11:00	Large Motor Activity/Outside Play
11:00 - 11:30	Lunch
11:30 - 11:45	Diapers/Potty*
12:00 - 2:00	Nap Time
2:00 - 2:15	Diapers/Potty*
2:15 - 3:00	Free Play
3:00 – 3:15	PM Snack
3:15 – 3:30	Diapers/Potty
3:30 - 4:00	Large Motor Activity/Outside Play
4:00 - 4:15	Diapers/Potty
4:15 – 5:45	Fine Motor Activity/Songs/Stories
5:45- 6:00	Clean up
*We will help with your potty train progress and change diapers on an "on demand" need. This schedule could change without notice	

## PreSchool/PreK Program: Europe, Oceania and Asia

Preschoolers are full of wonder and our program will engage, excite and enrich their imagination. This is an exciting time for these young learners as they discover and further develop ways to express themselves verbally, physically and creatively. We will focus on getting your preschooler ready for kindergarten both academically as well as emotionally and socially. In the Asia rooms, days are filled with busy explorations, investigations, and discoveries.

Hours	4/5 Days	3 Days	2 Days	1 Day
Rates	\$210	\$158	\$105	\$53

- Ages 2.5 years to 5 years
- Ratios 1 to 10
- Curriculum weekly themed based

**Parents should leave extra clothes in their child's classroom**

### Developing a love of learning!

In the Asia Room, our program promotes structured learning activities with opportunities for independent exploration. Preschoolers are introduced to kindergarten concepts and experiences, with small group instruction, and extended seatwork.

- Establish routines and rituals
- learn to use language purposefully and precisely in thinking and communicating
- Build pre-reading skills by matching letters to sounds, and recognizing familiar words
- Handwriting
- Math (simple addition and subtraction, sorting and classifying objects)
- Explore the world of science through weather, cooking, and seasonal activities
- Advance on social skills (respecting others and working together)

### Physical Activity

Children in our preschool classes accumulate at least 60 minutes of physical activity each day through structured games, music with movement, etc. Children are not sedentary for more than 60 minutes at a time except, when sleeping.

Example Daily schedule	
7:00 – 9:00	Drop Off-Individual / Small Group Play
9:00 - 9:30	Circle Time/ Calendar/ Songs/ Story
9:30 – 10:00	Snack
10:00 – 11:00	Project Time/ Theme Work
11:00 – 11:45	Gross Motor Play/ Outdoor Time
11:45 – 12:15	Lunch
12:15 – 2:00	Nap Time/ Rest Time
2:00 – 3:00	Table Toy Activities
3:00 – 3:15	Pm Snack
3:15 – 5:00	Afternoon Activity/ Art/ Theme Activity
5:00 – 6:00	Outdoor Time/ Large Motor Play/Clean up/Pick

**\*Preschoolers are in the Oceania Room and Pre-Kindergarteners are in the Eastern Asia Room**



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**Thank you for selecting Arwo as your child care provider!**

**POLICY AGREEMENT**

Please carefully read the Family Handbook then sign, and return the following form to the center director.

I have read the Arwo Learning Center Family Handbook and agree to abide by all the policies and procedures therein.

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Handbook revised: January 2016