

PARENT HANDBOOK

(Updated November 2021)

Phone: 602-956-7370 Address: 2030 N 36th St Phoenix AZ 85008



Our purpose is to better prepare children for the classroom and beyond. We believe it begins with a warm and loving atmosphere for children while they are away from home. Our heart is to see children become more resilient, for this goal to be sustained over time, we understand the importance of provide good communications and support to our parents/guardians.

Our center participates in the CACFP Child and Adult Food Program. Meals are nutritionally balanced in accordance with Federal guideline. We serve Breakfast, Morning Snack, Lunch, and an Afternoon Snack. The current week's menu is posted in the office.

Sincerely,

Yvette Gongaware - Director yvette@thesonschildren.com	Sarah Archibald – Assistant Director sarah@thesonschildren.com	Chelsea Starks – Assistant Director chelsea@thesonschildren.com
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OUR CENTER IS REGULATED BY

Childcare Licensing Service division of The Arizona Department of Health Services (DHS), located at 150 N 18th Ave Phoenix, AZ 85007. Phone (602) 364-2539. Inspection Reports are available for review, upon request. This facility is licensed to operate as a Child Care Facility for: Full-Day Care, Part-Day Care, Infant Care, School-Age Child Care, 1-Year-Old Child Care, 2-Year-Old Child Care, 3,4 & 5-Year-Old Child Care

MISSION STATEMENT

We exist to better prepare our children for the classroom and beyond, through the love of Christ.

PARENT/GUARDIAN RESPONSIBILITIES

Admission is open to children ages six weeks through twelve years.

All applicable forms below, must be completed before your child's first day at the center:

1. Completed application form
2. Emergency card
3. Current immunization record
4. CACFP eligibility application
5. Admission agreement
6. Social Media form
7. Enrollment fee
8. Proof of custody (For child protection)
9. Transportation authorization (If applicable, this for school age children)
10. Infant feeding preference form (If applicable)

We are licensed to accept DES clients and welcome drop-ins on a space-available basis. Each enrolled child must be signed-in and out (both on the appropriate DES child form and through our online app), each time the child enters or leaves the facility. Please sign legibly your first and last name, matching your driver's license signature. Only designated staff or authorized persons, as listed on the Emergency Information Card, will be permitted to remove your child from the premises.

We comply with the ADA and will make reasonable accommodations to meet the needs of special care children.

Parent Access - We expect our parents to follow state/county health & safety guidelines when on our property. We have an open-door policy into our office and the associated parent/child classroom at any time during our hours of operation. This open-door policy applies only to custodial parents.

HOURS OF OPERATION

The center is open from 6:00am until 6:00pm, Monday through Friday except for the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day & the day after Thanksgiving, and Christmas Day. We also reserve the right to close early the day before and the day after major holidays. Holiday hours of operation will be posted at the entrance no less than one week before any applicable date.

LATE PICK-UPS

There is a late pick-up charge of \$1 per minute (for each child) picked up after 6:05pm. In compliance with our licensing requirements, DCS will be called on the behalf of any child not picked up by 6:30pm.

TRANSPORTATION

We provide transportation to and from certain schools within a limited radius of our center. Please call our management team to verify if your school is in limits. We can only provide transportation for those children who attend on a regular basis and meet the state's minimum age/size/weight requirement for the use of a safety seat belt.

RELEASE AND PICK-UP OF A CHILD

Any person picking up a child must have picture identification and meet one of these requirements:

1. The person must be listed on the emergency information card, or
2. The parent must have provided written authorization at least 24 hours earlier, or
3. The parent can provide authorization by phone. These authorizations will be verified by a return call to the parent.

DISCIPLINE

Discipline is needed with all children at times. By maintaining a few simple rules and examining situations from more than just a behavior point of view, we feel we will be able to help all the children adjust to a group experience easily. The method of discipline used at The Son's Children is as follows:

1. Observe situations that lead to problems.
2. Oral reprimand to correct behavior.
3. Remove the child from the group if warning is ignored.
4. Bring the child back from the group after explaining to him/her why he/she was removed.
5. Bring the child to the Director if unacceptable behavior persists.
6. Discuss behavior with parent if deemed necessary.

We expect support from each parent when we are experiencing discipline problems. Any child who persistently fails to respond to the method of discipline & expulsion guidelines we adhere to may be disenrolled. Parents must understand that these situations are disruptive to the other children and classroom effectiveness. We have found that there are some children who benefit from a smaller ratio environment. Be assured that we will make every effort to help the child adjust before taking any steps to dis-enroll.

DISENROLLMENT POLICY

Your child may be dis-enrolled if:

1. A problem continues which negatively affects other children in attendance at The Son's Children, such as threats directed towards children, staff or self
2. Greater than two weeks behind on invoice payments, with no clear plan in place to remedy the situation.
3. After following appropriate procedures and expulsion guidelines, the parent/guardian continues to a pattern of failure to meet The Son's Children policies.

WITHDRAWAL

If you desire to cancel enrollment you must give two weeks written notice. If a notice is not given as described, you will be charged for two weeks of fees. Vacation/sick days may not be used for these two weeks. After notice is given, vacation/sick days may not be redeemed. Vacation/sick days will not be available to use until your child has been at the center for 6 months.

MEDICATION

We do not administer prescription or over-the-counter medications of any kind unless lifesaving. Medication form must be filled out and put on file with the office.

TUITION SCHEDULE

<u>Age</u>	<u>Weekly</u>
Infants (6 Weeks to 12 Months)	\$261
Toddlers..... (1 to 2 Years Old)	\$241
Preschool..... (3 to 5 Years Old)	\$180
School Age..... (5 to 12 Years Old)	\$160

Annual Registration Fee:

- \$100.00 – One Child
- \$125.00 – Two Children
- \$150.00 – Three Plus Children

PAYMENT POLICY

1. All tuition will be paid at least one week in advance of service. Tuition is due by Wednesday for the upcoming week.
2. Payment not received as of the close of business Wednesday for that week shall be considered late. A \$20 late fee will then be assessed and all money owed will be due in full no later than two weeks from invoicing, at which time you will no longer be able to drop your child off.
3. There will be no refunds.
4. A child in the center's care for six (6) or more hours is considered full-time and the full-time daily rates apply.
5. Vacations are a normal part of family life and we want to honor that time. Thus, if a child is leaving on an extended vacation of two weeks or more, we will pause tuition invoices, as long as we receive a typed notice sent to our leadership team one week before time off is taken. All other vacations are subject to weekly tuition invoice payment in order to retain your child's place in a classroom. Please communicate your needs ahead of time, we want to be understanding.

PAID ABSENCES POLICY

The Son's Children will charge all families for scheduled days regardless if the child attends or not. This policy has been adopted because costs for staff and programs remain the same when children are absent.

DROP-INS

We welcome drop-ins on a space available basis. The daily rate for drop-ins is \$70.00, unless there is a DES contract in place for a child. All parents should contact the center 24 hours in advance to ensure space availability.

COMMUNICATION

Good communication is essential in any relationship. Our heart is to provide our parents with timely updates about their child on a consistent basis. Our frontline of communication with our parents is through our Procure App. The Procure App is designed to supply parents with many pieces of information daily: messaging about their child, photos, menu, events, schedules, lesson plans (Activity Planner).

Besides the Procure App, we will contact parents by phone when a parent needs to pick up a child immediately for medical and discipline emergencies. Below is the protocol order of communicating with parents/guardians:

1. Procure App – The primary method of communicating with Parents
2. Phone calls – Medical & Discipline Emergencies
3. Printed Notices – Events, Policy updates/changes
4. Parent-Teacher Conferences & Assessments
5. Emails – Primarily used before enrollment

If a parent/guardian would like adjustments made to the above ordering of communication, methods of communication or reasons for communicating, the request should be sent via email, so that The Son's Children leadership team can manage this properly with teachers and others within the organization.

LIABILITY INSURANCE

We maintain liability insurance that is in compliance with the Arizona state regulations.

PESTICIDES

We will post a notice of Pesticide Application 48-hours prior.

ILLNESS & COVID-19

As required by the Arizona Department of Health Services, a center shall not permit a child to remain at the center if a staff member makes the determination that the child shows signs of illness or infestation. If a child develops symptoms while at the Center, personnel shall notify the child's parents or guardian immediately.

A child exhibiting any of the following symptoms should not be brought to school:

- A fever over 101 degrees within the last 24 hours
- Diarrhea within the last 24-hour period.
- Vomiting during the night or the morning before school.
- Persistent coughing
- An unexplained or undiagnosed rash.
- Pink-Eye/Conjunctivitis- pink to red, itchy eyes with a discharge in the morning.
- The presence of head lice.

COVID-19 has changed the way we operate as a center.

We have invested in a new automated system of taking temperatures. The system is designed to automate the process of screening for health, every time a person enters and exits the building.

This means that for infant to 5 years of age, each child will be tested twice (when they enter and exit the building). For school age children, a child may be tested 4 times, if they come into the building before school

or a field trip, when they leave to go to school or on the field trip, when they return and then when they go home. Our staff, will be tested more than anyone, because it will be required each time they enter and exit the building. Why so much testing? Because we want to notice changes in temperature to better safeguard our center and maintain a healthy environment for everyone at The Son's Children.

A parent cannot leave a child if that child fails the two entry point tests, the same holds true for staff. If during the course of the day a child develops a fever or other COVID-19 identified symptoms. We have a designated isolation location that the child with kindly and comfortably be placed within. We will then call the isolated child's parent/guardian and require that this child be picked up within 90 minutes.

Returning to our Learning Center after either not being admitted (high scan temperature) or having to leave due to illness will be a minimum of a 3-day process. The first step will be a visit to a medical clinic to either receive clearance from a doctor to return to the child care center or seek a COVID-19 test.

If a parent decides, based on symptoms or quarantine guidelines (after 15+ minutes of exposure) to test for COVID-19 (after the incubation period of 4-5 days has elapsed), below is the timetables for return:

>> If a child tests positive:

- Stay home for 10 days (From when symptoms first appeared)

>> If a child tests negative:

- Stay home 7 days total (incubation period, plus 2-3 days after test results)

If a parent does not want to test their symptomatic child for COVID-19, then they will need to following the guidelines below with this child:

- Stay home 10 days

CHILD ACCIDENT FORM

Our staff takes every effort to ensure the safety of your child. Unfortunately, accidents do occur. In case of that event, an accident form will be filled out by The Son's Children staff for every detected injury that occurs. A copy with your signed signature will be retained for your child's file.

A child coming into the program with injuries may require an accident form, so that both the parent and staff are aware that they did not occur at the Center. Child Incident Form- An incident form will be filled out by The Son's Children staff if your child exhibits behavior that is not acceptable and does not adhere to the classroom discipline policy. A copy of this form with your signature will also be kept in your child's file.

BITING POLICY

We understand that biting is a developmental stage for some children. We try to redirect the behavior and figure out what the trigger is for the biting. However, if the biting persists there will be a meeting with the parents, director and teachers. Following the meeting, a child who bites twice will be sent home for the day. We will try this technique for 2 weeks, and if the biting continues, we will give you two weeks' notice for dismissal.

TOYS

Please DO NOT send toys from home with your child as they may get lost or broken. Books and CD's that a child wishes to share with the class should be marked with the child's name and given to the teacher. If your child's class has a "sharing day" you will be notified. Toy guns and weapons are not allowed at The Son's Children at any time.

CHRISTIAN CURRICULUM DISCLOSURE

We have positioned ourselves as one of the premiere child care programs in the area. Our first priority with curriculum is to provide excellence in education and to promote character-building exercises for every child. Our planned activities take into account the development of our children. Additionally, our goal is to provide faith-based activities during any given day. This may include prayer at meals, Bible stories/lessons and Christian music. Feel free to discuss any topic of concern with your child's teacher, we are here to help. By signing this parent handbook, all parents grant permission to The Son's Children to teach the curriculum described above.

NUTRITION

The Son's Children participates in the Childcare and Adult Food Program (CACFP). Therefore, all of our meals and snacks meet or exceed the nutritional requirements defined by the United States Department of Agriculture. Meals and snacks will be served as follows:

Breakfast 6:30am- 8:00am
Morning Snack 9:30am-10:30am
Lunch 11:30-12:30pm
Afternoon Snack 2:30-4:00pm

FIELD TRIPS

Parents must submit a permission slip and pay any fees that are due before the field trip; otherwise, the child will not be allowed to participate. Due to limited vehicle seating; participation in field trips will be on a first come pay/ first serve basis. However, regular fulltime students will receive priority preference over part-time and/or drop-ins.

PARENT COMMITMENT

I understand and agree that a two-week written notice is needed to end my child care service. Our tuition billing period is from Monday through Friday. Invoices are always sent out in advance, with payment expected in full by the Monday of the billing week. If my child's invoicing becomes two weeks delinquent, my child cannot attend until the balance has been paid. I understand that there are no refunds. If my account with The Son's Children is left delinquent, I understand that my child will be discharged from the program and his/her spot will become vacant.

In order for the center to schedule adequate staff and meet adult/child licensing ratios, I understand that any change in my child's drop-off or pick-up time must be communicated with the Director.