

PARKWAY CHILD CARE

**1103 DOLLY PARTON PKWY
SEVIERVILLE, TN. 37862
Phone 865-429-1804
Fax 865-429-8342**

**EXPLORE
LEARN
GROW**



**Child Care . Preschool . School Age
PARENT HANDBOOK**

Revised 7/21/17

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SEVIERVILLE, TN. 37876

Dear Parents,

WELCOME to Parkway Child Care. We are glad to have you as part of our family. It is our desire to provide an enjoyable and exciting time for your child(ren) while they are in our care.

This handbook contains specific information and requirements of the center. After you have carefully read the handbook, please sign and return the enclosed Agreement Form.

We designed this handbook as a handy reference for you. Please keep it in a convenient place for easy referral.

We look forward to an exciting and fun filled year at Parkway Child Care. Together we can make this a dynamic year for your child filled with adventure and intrigue.

If you have any questions or concerns, please feel free to call us. We are here to serve you.

Thank you for allowing your child to participate in our program.

Sincerely,

Michelle Finney,
Director
Parkway Child Care

OUR VISION

Our vision statement at Parkway Child Care is to nurture the “whole child” in areas of physical, intellectual, emotional, social and spiritual development. This will be achieved through providing a variety of activities that are developmentally appropriate and by recognizing the individual needs and differences of children. Through Christian principles and teacher-assisted and directed activities, children are encouraged to be independent thinkers and life-long learners.

PURPOSE AND GOALS

Parkway Child Care has a tri-fold purpose. The first purpose is to provide a ministry to the families of Parkway Child Care and the families in the surrounding communities. The center seeks to provide a spiritual environment with Christian leadership to help children grow and develop into mature Christian individuals.

Secondly, the center seeks to provide a facility where parents can leave their children while they embark upon endeavors in life. Parents can be assured that their children will receive excellent care in their surrogate home.

Thirdly, the center seeks to provide an environment for children that will be conducive to learning. The teachers will provide an array of activities that will foster intellectual, social, emotional and physical development. The activities include language development, creative arts, drama, construction with building blocks and supervised play.

TIMES OF OPERATION

Operating hours are Monday through Friday from 7:00 a.m. through 5:30 p.m.

* Parents are responsible for having their child(ren) here before 10:00 a.m. daily. Failure to do so could result in your child(ren) not being able to attend child care for that day. If your child must be late due to an appointment, **YOU MUST** call to inform us of their late arrival before 10:00 a.m. and provide us with a doctor's note.

We Provide care for:

Infants 6 weeks to 14 months

Toddlers 15 months to 23 months

2 to 4 years / Preschool

After School (5 to 12 years)

ENROLLMENT PROCEDURES

A. Parents may secure child care applications from the center during regular office hours. Regular office hours are 7:00 a.m. to 5:30 p.m.

B. The application must be returned to the center no more than three days prior to the first day of attendance.

C. Parents are required to submit a medical examination report and a current immunization report on their child no later than the first day of enrollment.

D. Parents are encouraged to visit the center before their child is enrolled and should bring their child with them. This will give the child an opportunity to meet the teachers and other children before the first full day of attendance. All students are encouraged to attend the center at least one half day, for orientation purposes, before the first day of class. A 3 to 4 hour stay by the student on the first day is encouraged.

E. It is the responsibility of the parent to report to the Child Care office any change of address, telephone numbers (home or work), employment, emergency contact person or medical information.

ENROLLMENT PROCESS

At the time of enrollment, parents are required to sign a tuition agreement, pay a registration fee of **\$85.00** and one week tuition in advance. **THE REGISTRATION FEE AND 1ST WEEK OF TUITION IS NONREFUNDABLE.**

A **Re-enrollment fee** of \$60.00 is charged every year on the anniversary of your child's enrollment. The registration fee/tuition will also serve as a security deposit to secure a child's space in a classroom for a minimum of one (1) week. At the end of the week, the child will need to have started the program, or another week of tuition is due. The space is forfeited when the financial obligation is not met.

TUITION

Each child's tuition is an ongoing fee, which may be separated into weekly or biweekly payments. ALL TUITION MUST BE PAID ON OR BEFORE WEDNESDAY OF THE WEEK IT IS DUE. NOTE: Tuition is required if your child attends or does not attend the Center, as long as the child is enrolled in the program.

<u>Class</u>	<u>Weekly Rate</u>	<u>Biweekly Rate</u>
Infants	\$150.00	\$300.00
Toddlers	\$140.00	\$280.00
Pre-School (2-4 years)	\$135.00	\$270.00
Part-Time (3 Days)	\$114.00	\$228.00
After School	\$ 70.00	\$140.00
After School Part-Time	\$ 65.00	\$130.00
Summer Camp	\$120.00	\$240.00
Summer Camp Part-Time	\$108.00	\$216.00

DISCOUNTS/VACATION DAYS

A \$20.00/week discount is given for one additional child in the same family if one child is enrolled in our 6 weeks to Pre-K program. A \$25.00/week discount is given for the third or more child(ren) in the same family if one child is enrolled in our 6 weeks to Pre-K program. A \$15.00/week discount is given to the second or more children only enrolled in the school age program.

Forms of Payment: Payments may be made in the form of cash or check/money order only.

Each year, full-time children will receive 10 vacation/free days to use anytime your child is absent upon registration and re-registration payment. Vacation days may not be used for paid holidays, and any unused days will not carry over yearly. Dropping from full-time to part-time will dismiss any unused vacation/free days. PLEASE be sure the teacher and the office knows you are using vacation time (misunderstandings could lead to your child being replaced with another full-time child).

PENALTY CHARGES

A **Late Payment Penalty** of \$15.00 will be charged to all accounts after Wednesday with a balance and every Wednesday thereafter as long as the account is delinquent. **The center may discontinue services if tuition is two weeks or more delinquent.**

A **Late fee penalty** will be charged if a child is picked up after Center operating hours. The operating hours for Parkway Child Care are from 7:00 a.m. until 5:30 p.m., Monday - Friday. If you pick your child up after 5:30 p.m., the following fees will be imposed:

TIME SURCHARGE

5:31-5:46	\$15.00
5:46-6:01	\$30.00
6:01-until	\$30.00 plus \$2.00 per minute

*****Phone calls to notify of late arrival will not exempt a late fee charge. Accounts will be billed.*****

CURRICULUM FEE

There will be a \$15 curriculum fee for 18-24 months, \$35 fee for 2-2 1/2 year olds and a \$45 fee for 3-5 year olds due every September. These fees cover insurance, supplies and books for one year.

RETURNED CHECK FEES

There will be a \$25.00 service charge for all returned checks. If the client takes care of the check before it is returned to the center, which will not exempt you from paying the \$25.00 service charge. When the Center receives three or more returned checks from a client, we will no longer accept checks as a method of payment from that client. Returned checks must be paid out before another check is taken.

DELINQUENT ACCOUNTS

If accounts are two weeks or more delinquent, the Center Director has the right to discontinue services. All unpaid accounts will be turned over to a collection agency. Parents will be notified prior to this procedure.

WITHDRAWAL POLICY

If a parent decides to withdraw from the program, a two week notice is required. You will be responsible for all final payments through the end of the notice period, whether in attendance or not.

SAFE ARRIVAL AND DEPARTURE POLICY

All parents must sign children in upon arrival and out upon departure. Each parent shall be assigned a pin number to access your child's account at the time of enrollment. This number is used to sign your child in and out. Children **can** **not** sign themselves in or out.

IF AN INDIVIDUAL OTHER THAN THE PARENT/GUARDIAN IS PICKING UP THE CHILD, THE PARENT MUST NOTIFY ADMINISTRATION AND THE CHILD'S TEACHER. THE INDIVIDUAL MUST SHOW IDENTIFICATION, SUCH AS DRIVER'S LICENSE, PRIOR TO DEPARTING WITH THE CHILD IF THE STAFF ARE NOT FAMILIAR WITH THE INDIVIDUAL.

To prevent unnecessary accidents, parents are asked to take your child(ren) directly to their class upon entering the building or to the designated class for students arriving before 7:30 a.m. Students leaving the building must be accompanied by parents or adults from the class to the vehicle. **DO NOT ALLOW** your child the freedom to run or roam the building, classrooms or hallway. Parkway Child Care will not be held liable for accidents, incidents or injuries that may occur to children who are not under the care of Parkway Child Care staff. When children are released from the class to parents/guardians, they are no longer under the care of Parkway Child Care staff.

Safety and Courtesy Tips during Arrival and Departure

- Please turn your car off and take the keys out of the ignition before entering the center.
- Please turn off or turn down loud music.
- Please drive very slowly when approaching the building or driving under the shelter.
- Please do not leave small children unattended. We understand the convenience of leaving younger siblings in the car while dropping off and picking up your child(ren), but the following can happen:
 - The child or another child can jump into the driver's seat and change gears.
 - Children can sometimes lock parents out of the car or parents may accidentally lock themselves out of the car.
 - The child or baby can choke.
 - Someone can abduct your child.
 - Children can climb out of the car and get hit by a moving car or wonder off.
 - Children can go into your purse and open medicine bottles.
 - Heat exhaustion or hypothermia may occur since your car should not be left running.
 - Heads, necks and arms can get caught in power windows.

EVACUATION PROCEDURES

In the event we evacuate children to an onsite/offsite location, the center will proceed according to the following plan:

A. If danger of injury or death exists, the first person on the scene evacuates the children immediately.

1. Relocation Of Center Onsite

- a. If evacuation can be done safely, children should be evacuated to the following onsite locations on the priority listed:
 - i. Building C;
 - ii. Parking lot.
- b. Evacuations will be communicated to the teachers only.
- c. Teachers will take roll before and after all evacuations.
- d. The Director or staff in charge will be notified if anyone is missing and a search will be conducted at that time.
- e. Children should be kept calm by singing songs, telling stories, or playing games.
- f. Teachers will be given further instructions at that time.

2. Relocation Required Off Campus To A Site Within Walking Distance

- a. Order for evacuation offsite campus is to be initiated by Director or acting Director only.
- b. Offsite evacuations will be located at Tennessee Museum of Aviation, (865) 908-0171
- c. Offsite evacuation (10 mile radius) will be located at the Kodak Library, 865-933-0078.

- d. Office staff will call designated locations to let them know that the children would be coming.
 - e. All staff on campus will assist in the evacuation of the children.
 - f. Teachers will take emergency cards, and attendance sheets.
 - g. Director will be notified if anyone is missing and a search will be conducted at that time.
 - h. If time and safety permits, notice will be posted, and media (radio, social media and our remind app) will be notified of the nature of the emergency, the condition of the children in general, the present location of the children, and where and how the children may be picked up.
 - i. Children will be kept calm by singing songs, telling stories, or playing games.
 - j. Children will be allowed to be picked up only by a person properly designated on the child's emergency form.
 - k. If possible a staff person will go with an injured child to the hospital and remain with them until their designated person arrives.
 - l. All staff will remain with the children until it is safe to return to the campus; the children have been picked up by the appropriate persons; and/or the Director has specifically dismissed any particular staff.
- B. If the appropriate authorities have notified us that the present emergency requires an evacuation using transportation, then we will follow the same procedures as #2 listed above except we will proceed to the place indicated by the appropriate authority.
- C. Any child with special needs will be paired with an assigned adult in the case of an evacuation. The A/S Coordinator will be responsible for special needs children in their group. The special needs, adult supervisors responsible for downstairs children are Michelle Finney and Brooke McCoy. All classes with two teachers will pair the assistant teacher with the special needs child in their room. After the special needs child is paired with an adult they will follow the regular evacuation procedures.

FAMILY REUNIFICATION

Purpose: The Family Reunification Protocol is used to ensure a safe and secure means of accounting for children and reuniting parents/guardians with their children whenever the child care facility or grounds is rendered unsafe and a remote site location is needed.

The Child Care Director will inform the staff of the need to relocate and, if possible, have the relocation site information put on the daycare's Facebook page, texted through the Remind app and posted on front doors. The Director will notify the offsite staff person at the relocation site to prepare for arrival of children. Secure a holding area for arriving children and staff away from waiting family members. Set up an adult report area for parents/guardians to sign-in and to check identification. Set up a child release area where children will be escorted to meet their parent/guardian and sign out. Only release children to authorized persons after checking proof of identity and signing a child out. Instruct parents/guardians to leave the site to make room for others once they have signed out their children.

Teachers: Account for your children sign children out to authorized family members only. Be sure to check ID. Follow the instructions of the Child Care Director when you arrive. You may be asked to assist in staffing the site areas for pick up and release or help in calming parents.

REGULATIONS CONCERNING SICK/ INJURED CHILDREN

The center cannot care for sick children except for brief periods when the child becomes ill at the center. If a child becomes sick at the center, parents or next to kin will be contacted and expected to come for the child as soon as possible. The child will be made as comfortable as possible until a parent arrives.

Such signs of illness include, but are not limited to; fever, vomiting and diarrhea or rash. Any child that has a temperature of 101 F axillary or above, vomiting (1x) and diarrhea (2x) in the course of a school day should not return to the center until symptoms are not present for 24 hours, fever free without medication and **must be accompanied by a doctor's note stating they are free to return.** Any child at the center, whose physical condition appears such that it could endanger the other children and staff members, will not be permitted to stay.

According to the TN Dept. of Health & Human Services, Division of Child Development, we are unable to accept children at the center that have been diagnosed with a communicable disease (such as measles, mumps, chickenpox, etc.) or obvious acute illness. Therefore, please do not send your child to the center when he/she is sick or has signs of possible contagious disease. If your child has a communicable disease, please keep him/her home until the symptoms have subsided and the child feels well enough to participate in Center activities. If an injury occurs during the day, you will receive an accident report with the date, time, occurrence and the description of the accident. If there is a serious injury and/or medical problem, the parent/guardian and/or the local emergency (911) may be contacted for assistance.

To prevent the spread of head lice, parents will be asked to come pick their child up if head lice or nits have been detected. Immediate treatment at home is advised. The child can be re-admitted after treatment and examination. If, upon examination, the child care-designated personnel find no live lice or nits on the child, the child may re-enter the child care.

ADMINISTERING MEDICINE

In order for the staff to administer medication, it must be prescribed by a doctor unless it is an over-the counter medication, **which can be given only as recommended by the label.** Please help us by:

- A. Signing and dating a medical consent form, which can be picked up from the class.
- B. Making sure all prescribed medication is in the original container with the date, child's name, Doctor's name and the dosage plainly stated.

For emergency medications such as asthma, a onetime permission form may be signed. A lead teacher, director or another office staff member will only administer medication to the children. **If no form is filled out, no medication will be given.**

NUTRITION POLICY: MEALS AND SNACKS

The center will provide nourishments three times each day. Morning snack, lunch, and an afternoon snack will be distributed. All meals and snacks are prepared based on the Recommended Dietary Allowances contained in the Food Pyramid. Menus are posted in the kitchen monthly. You can also pick one up at the front office. This center participates in the Our Daily Bread Program, which meets all federal recommended daily nutritional standards. All parents/guardians are requested to fill out annually, a Child Food Program Eligibility Application in order for the Center to maintain state compliance.

Parents must provide formula and baby food for their infants. Parents are required to fill out an infant feeding schedule before the first day of care if the Center provides the food or not.

Parents must provide food for children who are on special diets that are prescribed by the child's physician. Parents must have a Physician or Dietitian to substantiate the need for a special diet in writing. Notes from Physicians are needed to substantiate food allergies.

Morning snack will be served between 8:30 a.m. to 9:00 a.m. In the event that your child will not be present for lunch, please notify the center. If students are not here before 10:00 a.m., they will not be included in the lunch count. **YOU MUST** call to inform us of their late arrival before 10:00 a.m. If arrangements have been made for your child to arrive after designated lunch times, you must provide lunch for your child before their arrival. Lunch is served between 10:45 & 12:00; snacks are served from 2:45 to 3:15 p.m. Food will not be allowed in the class after meal times.

DAILY REST PERIODS

Provisions will be made each day for each child to rest. A minimum of 2 hours per day and maximum of 2 ½ hours rest time will be available for each child. Please provide a small blanket for your child during nap-time. The linen should be picked up every Friday afternoon to be laundered and brought back to the center on Monday mornings. Please label your child's linen and all personal items with his/her name or initials.

PERSONAL BELONGINGS

- Toys and money should not be brought to the center unless it is requested for a special occasion.
- Bottles and pacifiers are not allowed in the preschool area.
- All parents are asked to bring an extra set of seasonal clothing for your child to be left in their cubby.
- The extra clothes should include a top, bottoms, socks and underclothes. (Note: When a child is being potty trained, several pairs of training pants should be brought to the center on a daily basis. Please be considerate of the type of bottoms your child wears during training. Clothes should be easy to remove by the child & the teacher. **(Parents are responsible in laundering their child's soiled clothing.)**)
- Please put your child's name or initials on all items left at the Center.

ITEMS NEEDED BY PARENTS TO ENSURE QUALITY CARE

We want to ensure your child is properly cared for while in our care. Parents/guardians as well as extended family members, with parents consent, are invited to visit in their child's classroom at any time. Parents are responsible for providing the following items:

Infants: 6 weeks to 14 months

Diapers – weekly

Wipes – weekly

Clean Bottles with tops & nipples need to be dated and initialed daily.

***Breast milk or formula (up to 12 months) need to be dated and initialed daily.**

2 Complete changes of clothes (seasonal) – at all times.

Sippy cups are to be taken home daily to be cleaned.

Formula, baby cereal, baby juice & jar foods are to be provided by the parents.

Toddlers: 15 months to 24 months

Diapers – weekly

Wipes – weekly

One change of clothes (seasonal) – at all times.

Twos: 24 months to 36 months

Diapers/Training Underwear (if child isn't potty trained)

Change of clothes – at all times

(Pacifiers are not allowed)

Note: When potty training begins, please dress children in clothes that will help increase independence of this new skill. Clothes to avoid: overalls, onesies undershirts, jumpers, & body shirts.

Threes

Change of clothes – at all times

Fours

Change of clothes – at all times

DISCIPLINE AND BEHAVIOR MANGEMENT POLICY

The guidelines for discipline at Parkway Child Care are to foster and teach children to be independent self-monitors of their behavior that walk in Christian Love. This will be achieved through behavior guidelines provided by teachers and staff.

Children attending Parkway Child Care will not be subject to any form of corporal punishment by the director or any other staff member. The definition of “staff,” includes: any regular or substitute caregivers, volunteers, cooks, secretaries, janitors, vehicle drivers or any other individual who might come in contact with the children while providing services for Parkway Child Care.

“TIME OUT”

“Time-out” is the removal of a child for a short period of time (3 to 5 minutes based on age) from a situation in which the child is misbehaving and has not responded to other behavior management techniques. The “timeout” space, usually a chair, is located away from classroom activity but within the teacher’s sight or in the administrative office. During “time-out,” the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown to the other children.

EXPULSION OF A CHILD

The decision to disenroll a child from Parkway Child Care is a difficult one for both the Center and the family. In all cases, Parkway’s goal is to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. We will attempt to work with a family to take constructive steps to find a solution that resolves the problem(s), before a disenrollment occurs.

When a child’s teacher has concerns about a child’s behavior or other circumstances, he or she will document such concerns as soon as they arise. The Center will inform and involve the child’s parent/guardian by notes, phone calls and/or meetings, as necessary, to establish a collaborative environment. The Center will develop strategies that address the child’s particular problem.

As the Center develops strategies to address a child’s particular problem, a variety of options may be considered:

- Redirection
- Consistency
- Transition times
- Changes to physical environment
- Reducing the number of days or amount of time your child may attend the Child Care.
- If applicable, referrals to Tennessee’s Early Intervention System (TEIS), the center on the Social and Emotional Foundations for Early Learning, etc.

DIENROLLMENT PROCESS

If the behavior is not resolved, parent/ guardian will be notified of the Center's decision to disenroll. Parents will then be given the date of the disenrollment. This will allow parents sufficient time to seek alternative care (up to two weeks, depending on safety risks presented).

We will do everything possible to work with you to avoid a child's disenrollment from the center. The following are reasons why we would have to disenroll a child or family from the center.

The Child:

- The child does not adapt to his or her environment within a reasonable time period.
- There are no reasonable accommodations the agency can make to provide adequate or safe care for the child.
- The child requires more attention than the other children in his or her group, thereby depriving the other children of the care that they need.

IF A DEVELOPMENT OR BEHAVIOR PROBLEM IS REPORTED, the following procedure must be followed:

- The teacher will advise the Director that a child has a problem or is likely to have one.
- The teacher will return to her group, make her observations and record these observations. The observations noted must include the following: A factual and detailed description of the events; When? Where? With whom? Are the behaviors "**significant and persistent**?"
- All information will be submitted to the Director.
- A decision regarding the outcome of events will be made jointly with the Director and the Teacher. If applicable, an intervention plan will be set up (in collaboration with the Teacher, the Director, the parents and an external professional resource).
- "Due to the fact that the Center may not impose services and if, as a result of the parent's refusal of services, the educational staff must devote an excessive amount of time or attention to one child to the detriment of others, we have no other choice than to cancel the child's registration at the Center."

If all the tools and strategies of the intervention plan do not result in an improvement within a reasonable time period and if the situation presents a clear danger to the health and wellbeing of the other children and the staff, the Director will decide if the contract should be cancelled and if the child should stop attending the Center. The parents should be given a reasonable time period (one to two weeks) allowing them to find other child care options for their child. If the child presents an immediate danger to the others, the Center will demand that the parents remove their child immediately.

The Parent:

Parkway Child Care may demand that a parent remove his or her child from the Center under the following circumstances:

- If your child is absent for two weeks without notifying the office, your child will be terminated from the program and may not return until an \$85.00 re-registration fee is received, and only if space is available.
- The parent does not make an effort to pick up his or her child when the child is sick, or the parent brings his or her child to the Center knowing full well that the child is sick (noncompliance with the health protocol.)
- The parent regularly makes late payments or submits checks with insufficient funds. The policy stipulates that in the case of unpaid fees, a written notice must be sent, followed by a warning letter, and then by a final notice cancelling the child's registration at the Center.
- Refusal to respect the Parkway Child Care rules, policies and procedures.
- Actions contrary to the interests of Parkway Child Care.

- Actions deemed prejudicial to Parkway Child Care, its staff or to the children in its care.
- Physical or verbal violence towards a member of the staff, a child, other parents or any other person on site.

***If the rules and policies set forth are not followed, Parkway Child Care reserves the right to terminate child care. In such an event, we will follow our expulsion policy above. All fees must be paid in full through the end of the week in which such termination occurs.**

BITING BEHAVIOR

Unfortunately, biting is a normal stage of development during childhood. Biting can occur for several reasons whether it is teething, a lack of language skills, frustration, attention getting or simply to get a reaction out of others. Our goal is to help identify what is causing the biting and resolve the issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. Parkway Child Care's policy on biting is as follows: *All biting situations will be managed on an individual basis. *Each time a child bites, the parents will be notified (usually at pick up time, but if necessary by phone). *If a child bites several times, the parent will be called to pick up their child, and the child will be suspended from care for one week. *If biting continues, we will follow the expulsion policy above. ****Directors have final say over the specifics of each situation.**

CHILDREN WITH A DISABILITY

This agency will not discriminate against a child with a handicapping condition (disability) solely on the basis of the handicap. This agency serves children with special needs and handicapping conditions whenever possible. Any eligible applicant with special needs or handicapping conditions will be enrolled in the program if, after careful evaluation of the child's care needs and the agency's capabilities to meet those needs, it is felt that the child can participate in and benefit from the program/services the agency offers and the agency can make reasonable accommodations to provide safe care to the child as well as to the other enrolled children should the child be enrolled.

REPORTING CHILD ABUSE AND NEGLECT

We understand the importance of family unity; however, if a time arrives where upon any symptoms of suspected child abuse or neglect by a staff member or parent/guardian are brought to our attention, we are required by law to report it to the Sevier County Department of Social Services. This center will abide by this law.

INCLEMENT WEATHER

During periods of inclement weather, the center will close or will not open if travel is extremely hazardous. Late openings and closings will be announced via text to subscribers as well as our Facebook page. Please contact the child care office for more information on subscribing.

SUMMER CAMP FIELD TRIPS (5-12 year olds)

Field trips and nature walks will be taken periodically to nearby places and are considered an important part of the educational program. The same responsible adult supervision will be provided for those excursions as are available to the children while in attendance at the center. Parents will be notified in advance of all field trips away from the center and a separate permission slip must be signed prior to the trip. The entire staff is needed on trips to ensure proper supervision and safety, therefore it is mandatory children attend the scheduled field trips. Students are strongly encouraged to wear sneakers on all field trips. Toys, electronic devices, games, and other such items should not be

taken on trips; unless, special permission is given by staff. Parkway Child Care will not be held liable for any lost, damaged or stolen items on field trips or otherwise.

EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

It is the company's intention to be open and provide child care service every weekday of the year, excluding holidays, but inclement weather, natural/national disaster or other issues may disrupt service from time to time. In the event that the school is closed for an extended period of time, you will continue to be responsible for your tuition payments for up to three business days, however, vacation days may be redeemed upon request.

The center will be closed on following days:

New Years Day (JANUARY 1ST) 1-day

Memorial Day (MAY) 1-day

Independence Day (JULY 4TH) 1-day

Labor Day (SEPTEMBER) 1-day

Thanksgiving (NOVEMBER) 2-days

Christmas (DECEMBER) 2-days

You will not be charged for the following holidays: Memorial Day & Christmas Eve

Please look for posted dates on all main entrances and bulletin boards. Please add them to your personal calendar as soon as possible.

COMMUNICATION

Communication is the key to providing the best care for your child. It makes for a great relationship between parents and teachers as well. Let's begin our communication with a positive attitude and a willingness to be partners.

PARENT/TEACHER CONFERENCES

Parents are invited to attend annual parent/teacher conferences. Conferences will be scheduled so that the entire family can attend whenever possible. Parkway Child Care will do their very best to work with even the busiest of schedules when scheduling conferences.

CHILD EVALUATION CONFERENCES

Parents are requested to participate in at least two evaluation conferences with the child's teacher during the year.

Parkway Child Care would like to encourage all parents, guardians and grandparents to visit your child's class at any time of the day.

OTHER SERVICES OFFERED

Parkway Child Care offers all parents the opportunity to have their child's photograph taken here at the facility by a professional photographer twice a year. Letters will be sent home announcing the dates and times.

We encourage families to participate in parent meetings, special events, classroom parties and summer camp field trips.

NON DISCRIMINATION POLICY

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, religion, political party, national origin, sex, age, or disability.

Suggestions and/or Complaints

Parents are encouraged to discuss any suggestions and/or concerns with the classroom lead teacher on a regular basis. Parents are also welcomed to meet with the Center's director at any time.

It is very important for us to receive your feedback on your experience with our program. We are always looking at ways to be creative in implementing your input. As always, your opinion matters as we seek to care for and educate your child(ren). As part of your enrollment process, we ask that you complete a brief survey. All information given will be confidential.

All forms are to be completed and signed prior to admittance. Parkway Church of God Child Care requires a two-week notification from the parent if a child is dropping from the program.

So that we may get to know more about you and your family, tell us about you're:

VALUES: _____

BELIEFS: _____

CULTURE: _____

CHILDREARING PRACTICES: _____

Guided Tour of Facility _____

Introduction to teaching staff _____

Opportunity to ask Administrators questions _____

AGREEMENT PAGE

I have read and understand the Parent Handbook and agree to abide by the policies and procedures as stated. I have also participated in the parent orientation procedures.

Signature of Parent/Guardian

Date

I have given the above parent an opportunity to ask questions and discuss the policies of Parkway Child Care and the TN. Dept. Of Health and Human Resources Child Care program and any other items of concern during the parent conference.

Administrator's Signature

Date

A PHOTO COPY OF THIS PAGE MUST BE PLACED IN THE STUDENT'S FILE.

STUDENT'S NAME _____ DATE OF ENTRY _____

DATE OF PARENT ORIENTATION (WALK THROUGH) _____

PLEASE FILL OUT AND RETURN TO FRONT OFFICE

PARENT INVOLVEMENT QUESTIONNAIRE

Parent's Name _____

Child's Name _____

Please check off any of the ways you would like to be involved with our class.

- Come and read your favorite story to your child's class.
- Share a special talent. (Musical, artistic, culinary, etc.)
- Share information about your profession (3 years and older only)
- Chaperone fieldtrips (Summer Camp Field Trips 5 years and older)

We understand that, for working parents, it can be difficult to come to see our class during the day. Here is a couple of ideas that would allow you to be involved with our class without taking time off of work.

- Put a favorite story on tape. We can use these stories in our listening centers.
- Create a special activity or game to send to class with your child. (We can make this special activity choices during our "learning Centers" time. They could include art activity, a special recipe for a cooking activity or a childhood game you may have enjoyed when you were young.)
- Create a music tape/CD for us to listen to during the day. (you could sing, play an instrument, etc.)

Do you have other ideas? Please explain below.
