



PARENT HANDBOOK

September 2015

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Welcome

The early childhood years are a very special time in the development of your child. Many changes occur during this relatively short period of time, as your child learns to communicate, and develops both intellectually and physically. The Willow School has created a program tailored to your child's needs at each stage of development.

The Willow School's philosophy is to nurture each child's emotional, social, and academic development in order to improve their self-confidence and the love of learning that will translate to later academic and personal success. This is accomplished by designing an environment specifically for young children using best possible equipment and employing a caring professionally educated staff.

The Willow School's educational goal is to utilize fun and creativity to foster learning. We challenge our students by promoting inquiry and discovery through exploring the world around them. This further instills a sense of confidence in their ability to master new situations and tasks through reasoning. Your child will be exposed to a variety of teaching methods so that he/she will be ready to enter any elementary school.

The parents are also an important part of this learning program. Because the parents know their child best, we encourage parents to contact the School about any/all questions or concerns. If there is anything that the School can do to make your child's experiences even more meaningful, please notify the staff.

Thank you for selecting The Willow School and giving us the privilege of sharing in your child's growth and development. We look forward to working with you and your child during these precious years.

Very Truly Yours,

Kim and Ric

Kym and Ric Ramsey
Owners

Note: The term "parent" is used throughout the remainder of this Handbook to represent the primary individual(s) responsible for the child's care.

Mission Statement

MISSION: To provide every child with a safe, healthy loving and caring environment conducive to the development of self-esteem, confidence and a love of learning.

It is an honor, privilege and tremendous responsibility to care for children. With this in mind, The Willow School provides only the best possible care to each and every student through:

ENVIRONMENT: Our School is a safe, secure, clean, happy environment in which children can learn, thrive and grow.

CHILD DEVELOPMENT: Every child is treated as a unique individual. He/she is given individual attention within a group, allowing them to progress according to their own needs and rate of development.

STAFF DEVELOPMENT: Our staff is a loving, nurturing, specially trained group of professionals, committed to maintaining the highest quality in early childhood programs. Staff training is, in itself, an on-going program as we continually seek new and innovative ways to teach and improve. We expect only the best from ourselves.

COMMUNICATION: Communication with parents is open, honest and respectful, encouraging involvement and support. Parents receive daily progress reports on their child's development.

Quality is what separates The Willow School from all others. We strive to provide not only childcare, but also social development. We are committed to a high standard of excellence and continuous improvement.

GENERAL INFORMATION

The Willow School is an independently owned, private, full-day Preschool Program for Early Learners from the age of 12 months to 6 years. We also provide a Before/Afterschool and Summer Programs for School Age Learners 6 years to 12 years of age (5th grade). The Willow School is open year round Monday through Friday 6:30 am to 6:00 pm.

Our culture is one of friendliness, thoughtfulness, and respect. We believe that hard work can be accomplished and playing together can make important discoveries. This is a place where education, warmth and safety are most important – a place of respect for all!

ENROLLMENT & CLASS PLACEMENT PROCESS

Enrollment is open to any child 12 months to 6 years of age provided that The Willow School can meet his/her needs. The Summer Program will accept enrollment of children up to age 12 (5th grade). Enrollment shall be granted without discrimination with regard to sex, race, religion or political beliefs. The enrollment sequence includes:

- Interested parents and children are invited to tour the School, meet the staff, and review and complete all of the necessary application forms for enrollment.
- Upon receipt of the completed application, immunization record and the registration fee (and reservation fee, if appropriate), placement will occur on a first-come, first-served basis.
- If not already accomplished during the tour and prior to the child's first class attendance, an orientation with the parent and child is required to acquaint each new family and student with the environment, the staff, and the schedule for the child.
- Students are grouped according to age and developmental level.

STUDENT RECORDS

Each child enrolled in The Willow School must have a current and complete school record with all required State and Willow School forms. This file is confidential and will be shared with other staff members ONLY as required to meet the needs of the child.

Emergency Contact Information: It is of the utmost importance that the School has the correct phone numbers to reach the parents at **any and all** times. Parents must review and update emergency contact information at least once every six months.

It is a critical parental responsibility to ensure that the School can reach the parents at all times.

The School must be notified immediately if the home address or contact phone numbers change. Even temporary location or phone number changes for short duration should be provided to the School **in advance**.

If the School is unable to contact the parents within a 30-minute time frame, the alternate emergency contacts will be called.

Medical Records:

- **A current immunization record is a pre-requisite for enrollment and class attendance.**
- Medical records must be updated annually, or whenever a child's immunization status changes.

Individualized Educational Plans: In order for the school to support each child academically, socially, and emotionally, it is critical for parents to advise the Director/Owner of any IEP, medications for behavioral challenges and/or evaluations.

ATTENDANCE

Parents should notify the School by no later than 9:00 am whenever a child will not be attending the School or will arrive late on a scheduled day.

- Teachers attempt to wait until all the students have arrived before starting their activities for the day.
- If the school is not notified by noon, the child is considered absent and staffing will be adjusted accordingly.
- The School also appreciates knowing if a child is ill in order to track any illnesses that may occur at the School.

ARRIVAL & DEPARTURE PROCEDURES

All students should be settled in and ready for the program by 9:00 am. A late arrival may cause a child to feel left out since his/her classmates are already involved in the day's activities.

- Children having breakfast at the School must arrive **before** 8:30 am.
- Children arriving after 8:30 am are expected to have breakfasted at home.

Arrival:

- Children must be signed in upon arrival (State requirement).

Parents' Handbook

- Children must be escorted (by the parent) to their designated classroom or assigned area, and left with the supervising staff member.
- Law requires children to be under adult supervision at all times.
- Parental involvement in settling in their child with the staff member will assist the child in a speedy adjustment to the morning routine.
- Parents should not hesitate to ask if there is any additional assistance that the staff can offer during drop off.
- The Willow School discourages parents from “sneaking out” of the School. It is important for parents to say “good-bye” to their child and then depart. In this manner, your child will develop a sense of trust, knowing that the parents will return.

Departure:

- Children must be signed out at departure (State requirement).
- Once the child is removed from the control of the supervisory staff member, it is the responsibility of the person picking up the child to supervise him/her.

PARENTAL & VISITOR ACCESS

Parents: Parents are permitted free access to the School, without prior notice, whenever their children are in care.

In cases where Family Court or other legal entities have established visitation or custody rights, **a copy of the orders must be provided to The Willow School.**

- Custodial orders will be strictly followed unless the custodial parent requests a more liberal variation of the Court Order, in writing.

Visitors: All visitors must schedule appointments in advance.

- Visitors will be allowed access to childcare areas only at the discretion of the Owner or Director.
- An escort staff member will accompany visitors at all times.
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PARKING.

- **Parking along Penn Street is allowed for 15 minutes to Drop off and Pick up** your child from 6:30 – 9:00 am and 4:00- 6:00 pm. Please put on your flashers to alert the Parking authorities. If you cannot find a parking space along Penn during these hours, will be longer than 15 minutes, and/or arrive outside the allowed drop off and pick up times, please park in the designated “Willow School” spaces only in Parking lot on the left hand side.
- **PLEASE HOLD YOUR CHILD’S HAND – AS CARS DO NOT STOP.**

REGISTRATION & RESERVATION FEES

REGISTRATION: An annual (non-refundable) registration fee (\$50.00 per child or \$75 per family) is payable upon enrollment and each June when the child is re-enrolled for the start of a new school year in September.

RESERVATION: When enrollment and registration is completed in excess of thirty days prior to the first class date, a (**non-refundable**) reservation fee of 100% of the first week's tuition is required. This fee will be credited against the first week's tuition.

TUITION, CREDITS & CHARGES

Tuition:

- Tuition is paid weekly, in advance.
- Tuition is due no later than Friday prior to the week of service. You may also pay for 2 or 3 weeks at a time.
- The Tuition mailbox is located in School lobby/or to be given to the Director/Owner.
- Place tuition in envelope and write name and week of service payment is to cover.
- Direct Payment and Credit Cards are available (see Owner /Director for details)
- Payment by check is payable to "The Willow School"
 - Returned checks will incur a \$25.00 fee.
- If payment is made by cash:
 - The payment must be presented to the Owner or Director.
 - A receipt for the cash must be issued to the parent.
- Tuition paid ON or AFTER Tuesday of the week of service will incur a \$20.00 late fee and/or delinquent Copays reported to CCIS.
- If tuition is not received by Wednesday morning of the week of service, the child will not be admitted into the School.

Statements

Statements reflecting tuition payments may be printed monthly or when requested once a month. The statement will reflect all payments made up to the previous week.

Tuition and Vacation Credits:

- There are no credits for scheduled School holidays, a child's illness, vacations, or School closings due to inclement weather.

Late Charges:

- The School closes at 6pm. A fee of \$1.00 a minute will be charged for any child not picked up before the School's regular closing time.
- **Late Pickup fees are payable IMMEDIATELY to the teacher(s) who supervised the child(ren).**
- **The child will not be admitted into the School Program until payment of Late Fees is made.**

If there has been no contact by a parent or guardian by 7pm, the School is obligated to notify the State Division of youth and family Services (DYFS), and the appropriate local authorities.

Consistent late pickups may be cause for dismissal from The Willow School.

WITHDRAWAL

Two (2) weeks written notice is required for withdrawal from the Program for any reason.

- If the required notice is not provided, parents will be charged for that tuition period.
- If notice is provided, the pro-rated tuition will be refunded **within 30 days** of the withdrawal, less any outstanding charges or fees.

ADDITIONAL DAYS / HOURS

The switching of scheduled class days is prohibited.

- The days and times established in the enrollment agreement are the standard.
- Additional days may be added, based on availability. A fee of \$40 for each additional full day and \$20 for each additional half day will be charged. Additional days are offered based on the School's overall enrollment. The desired days may not always be available.
- **Last-minute requests may be considered, but are subject to the availability of sufficient classroom space and adequate staff supervision to properly meet the needs of the child.**
- **Payment for add-on hours is due on the date of attendance.**

RELEASE POLICY

Since the safety of the children is our highest priority, The Willow School follows a strict policy with regard to the release of children.

Routine Release:

- The enrollment form requires the parents to identify at least two individuals to whom the child may be released on either a regular or emergency basis.
- Parents must also specify a "Family Password" to be used to confirm proper release of the child is occurring.
- Should an unauthorized individual attempt to pick up a child:
 - A parent or emergency contact person will be notified immediately by phone.
 - If a parent or emergency contact person cannot be reached, **the child will not be released.**
 - **If the unauthorized individual becomes uncooperative with the School's release policies, the local Police will be called.**
- The Willow School will not release a child to any parent, relative, or other authorized individual who appears to be impaired by the use of drugs or alcohol.
 - A parent or emergency contact person will be notified immediately by phone.
 - If a parent or emergency contact person cannot be reached, **the child will not be released, and the local authorities will be notified.**

Special Release:

- Advanced, written notice is required to identify and authorize an individual to pick up a child.
- In the case of an exceptional emergency, the Owner or Director may notified by telephone with the name, address, phone number, and brief physical description of the person who will be making the pick up. The Owner or Director will then 'call the parent back' to verify this authorization.
- Upon arrival, this individual's identification will be closely scrutinized.
- Two forms of ID must be presented (preferably two picture IDs).
- The individual **must know** the family's password.
- The individual will properly sign out the child.

Non-Custodial Parents:

- If a non-custodial parent is **not included** among those persons authorized to pick up the child, please inform the School.
- A copy of the appropriate legal documentation must be a part of the child's school record.
- This information will remain confidential and only be released to meet the need of the child.

BIRTHDAY CELEBRATIONS

Birthdays are a special time for children. The Willow School feels that it is important to celebrate your child's birthday. However, it is equally important that such celebrations do not interrupt or distract from the School Program.

- A light refreshment or snack (cupcakes, cake, doughnuts, cookies, fruit, etc.) may be sent in after coordination with your child's teacher.
- Children are NOT to receive balloons, flowers, gifts, or favors on the day of their birthday celebration.

Your understanding and cooperation is appreciated.

WELLNESS POLICY

The Willow School is committed to a healthy environment for our children.

School Program: The School Program emphasizes:

- Children wash their hands before meals & snacks, after art projects, toileting and diapering, returning from the playground and after wiping one's nose.
- Teachers wash their hands before serving meals & snacks.
- Teachers wearing latex gloves while diapering or assisting a child in toileting, or coming into contact with any bodily fluids.
- Daily disinfecting of Infant, Toddler and Get-Set toys.
- Weekly disinfecting of Pre-School and Pre-K/Kindergarten toys.

Parental Support: Parental assistance at home is an important part of the School's overall wellness posture.

- Keep a child home when he/she shows sign of illness.
 - This will reduce the spread of disease throughout the School.
 - The School cannot provide the proper attention and care to a sick child in the School setting.
- A sick child cannot properly participate in the School Program and also hampers the participation of his/her classmates.

Children who are ill cannot be appropriately cared for in a childcare setting. Exclusion is merited whenever care exceeds the capability of the teachers or when the child cannot participate in all activities. The Willow School and its teachers understand that it may be difficult to make alternate arrangements when a child may be too ill to attend the program. But, by maintaining a healthy School environment and reasonable health policies, all of our children will benefit throughout the year.

Exclusion from the Program: The Willow School will **not accept** a child for the school day if he/she exhibits signs of illness.

Exception to this policy can be obtained if:

- A licensed physician has examined the child and provides a written statement that the child's condition is not a risk to his/herself, or other children.
- The child is capable of participating in the day's activities, including outdoor play.

Health symptoms that require Program exclusion include (but are not limited to):

- Severe pain or discomfort, particularly in joints, abdomen, or ears.
- Vomiting or diarrhea (2 or more incidents within a 24 hour period).
- Severe coughing or sore throat.
- Oral temperature of 101.5 degrees or more accompanied by other behavior changes/symptoms. Fever without behavior change or other symptoms of illness does not necessitate exclusion. *Exception: infants under four months with any fever.
- Jaundiced (yellow) skin or eyes.
- Red eyes with discharge.
- Infected, untreated skin patches/lesions or severe itching of body/scalp.
- Difficult or rapid breathing.
- Skin rashes (excluding diaper rash) if associated with fever or behavior change and lasting more than 24 hours.
- Swollen joints, visibly enlarged lymph nodes or stiff neck.
- Blood/pus from ears, skin, urine or stool.
- Unusual behavior characterized by listlessness, loss of normal appetite or confusion.
- Symptoms of chicken pox impetigo, lice, scabies or strep throat.

Illness During the School Day: Should a child become sick during the school day:

- A parent will be immediately notified.
- The child will be given the opportunity to rest or have independent activities in an isolated, supervised area until the child can be picked up.
- If the child is not picked up within one hour of the notification time, an emergency contact person will be called.

Children who are sent home from school due to illness will not be re-admitted until:

- He/she has been **symptom-free for 24 hours.**
- Therefore, **a child who has been sent home cannot return on the following day.**
- Exception to this policy can be obtained if:
 - A licensed physician has examined the child and provides a written statement that the child's condition is not a risk to his/herself, or other children.
 - The child is capable of participating in the day's activities, including outdoor play.

MEDICATION PROCEDURES

Requests for Medication to be dispensed:

If a child requires any type of medication while he/she is in attendance at The Willow School, a State-required Medication Authorization and Log must be completed and signed on a daily basis.

- Whenever possible, the first dose of medication should be given at home to ensure that the child has no adverse reaction to the drug.
- Medication is divided into two types: “**over-the-counter**” and “**prescription**” – **both** require a doctor’s prescription and label.
- Parents must complete a Parent Authorization form for each type of medication that must be dispensed.

Dispensing Medication: All medication is secured in the Director’s Office. The Log is also maintained in the Director’s Office. The Owner and Director are responsible for checking the Log daily, and dispensing the requested medication.

Medication will only be dispensed as instructed on the prescription label. Medication will be dispensed in the following manner:

- The Parental Authorization form is completed in its entirety.
- A Parental Authorization form is completed for **each type** and **each new cycle** of medication required.
- The medication will only be administered for the dates indicated on the Parent Authorization form.
- The dates on the Parent Authorization form cannot exceed one month’s time period.
- The Medication Log will also be completed in its entirety for each administration of medicine, and each type of medicine administered.

Storage of Medication:

- Medication is stored in secured containers (refrigerated or at room temperature) in the Director’s Office.
- Improperly stored medications may be difficult to locate and/or pose a poisoning hazard to the children.
- **DO NOT store** any medication with the child’s belongings.
- All medication must be presented to the School Staff for proper storage and logging, along with the Parent Authorization form(s).
- **NEVER mix** medication into children’s food or drink.

Labeling Medication:

- Properly requested medication will have the (first and last) name of only one child on its label.
- Siblings must have separate medications.
- Medication must be presented in its **original container**.
- Prescription Medication must be properly labeled with:
 - Physician's name.
 - Pharmacy names and phone numbers.
 - Medication name.
 - Complete instructions.
- Changes in prescription require a new label and a signed note from the child's health care provider.
- **Medication is to be taken home every day.**
- **Expired medications will be discarded.**

The dispensation of medication for acute medical issues is undertaken as a professional courtesy and is not required By Law. The Willow School reserves the right to refuse to dispense medication to a child if necessary.

EMERGENCY CLOSINGS

The Willow School will make every reasonable attempt to open on time and remain open during inclement weather. However, in the case of extreme, dangerous road conditions, states of emergency or conditions that would pose a risk to the children and/or teachers in the School, it may be necessary to close the School or delay its opening time.

- If there is a change in the opening hours, or if it is necessary to close the School due to inclement weather, the School's answering machine will have the appropriate information.
- Changes in openings, delays, and/or closures due to inclement weather and/or local emergencies will also be **displayed on CBS (Channel 3) and on The Willow School App**.

If the School should need to close early due to inclement weather:

- The School Staff will call parents and emergency contacts to inform them.
- It is expected that children will be picked up within 2 hours of notification.
- Should the parents be unavoidably delayed, the School will continue to care for the children and maintain proper ratios until they are picked up.
- In these situations, the reliability of parental contact numbers and emergency contact lists is crucial.

EMERGENCY EVACUATION

During emergency evacuations the staff and children will be evacuated to the Norristown Municipal Hall at 235 E Airy St Norristown, PA 19401, 610-272-8080.

- Teacher-child ratios will be maintained throughout the evacuation.
- Emergency Contact Lists and class attendance records are evacuated with the children and remain with that group at all times.
- Parents will be contacted as soon as possible by telephone of such an emergency.

FIELD TRIPS

Periodic field trips will be conducted to provide the children with exposure to learning experiences within the local community. Field trips are conducted for children of age 4 or older.

A trip Coordination Sheet / Permission Slip will be sent home in advance to provide:

- Date and time
- Location
- Objectives
- Chaperones provided
- Cost

The Permission Slip must be signed and returned to the School, by the designated date, in order for the child to participate in the field trip.

SMOKING POLICY

In order to provide a safe and healthy environment for the children The Willow School is a smoke-free environment.

- There is no smoking within the School premises or on the School's lot.
- Parents, staff and visitors are asked to comply with this request.

ITEMS FOR THE SCHOOL DAY

The following items are required, as designated by age group, for a normal school day.

Pre-Toddlers and Toddlers: (12 months- 36 months) Parents should provide:

- 3 complete changes of labeled clothing (appropriate to the season) in a labeled ziplock bag.
- Diapers & wipes (labeled).

- Several bibs (labeled).
- A smock (oversized shirt) for messy activities.
- Blanket and sheet (labeled) for Rest Time that can appropriately be stored in child's cubby.
- Nutritious Lunch
- Sippy Cup (labeled)

Pre-School & Pre-K:

- 2 complete changes of labeled clothing (appropriate to the season) in a labeled ziplock bag.
- Extra sets of underwear if "in training" (all labeled).
- Diapers & wipes (labeled)
- A smock (oversized shirt) for messy activities.
- Blanket and sheet (labeled) for Rest Time that can appropriately be stored in child's cubby.
- Nutritious Lunch

Special Clothing:

- Extra clothing (labeled) should be provided as the seasons change.
- Rubber-soled, closed toed shoes (like sneakers) are the most appropriate for climbing, running and playing.
- Open toed shoes or sandals are prohibited.
- Appropriate outdoor apparel is required year round.

IMPORTANT!

- **Label belongings: All food, bottles, and clothing must be marked with the child's first and last name.**
- **Bottles and caps will need to be relabeled frequently.**
- **The Staff is not permitted to serve unlabeled food.**

MEALS & SNACKS

Currently, the school participates in the Child and Adult Care Food Program (CACFP) through CBS Kosher organization for Breakfast, Lunch, and snacks (dinner for School Age students). However, every parent must complete an Income Eligibility form and additional paperwork administered by CBS at time of enrollment and thereafter, annually regardless of income to receive meals or decline participation.

USDA Nondiscrimination Statement and Complaint Procedure:

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the

Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov<<http://program.intake@usda.gov>>.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities, who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

Mealtimes are a great socialization period for the children. Children enrolled in a morning program are encouraged to join their classmates for lunch. After lunch there is a natural break in the day's activities for the morning children to depart as the full-time children prepare for Rest Time.

If you provide your child's lunch, please remember the following:

- Place prepared meals with utensils in an insulated lunchbox, with an icepack for cooling, **labeled with the child's first and last name, and placed in their cubby.**
- All necessary food and drink utensils (labeled) required for serving must also be provided.
- All food utensils and containers must be cleaned daily by parents and provided for the following day's meal.
- All drink bottles or cups must be filled at home.
- Refrigeration is available for storing food and drinks.
- Glass jars are not permitted.

IMPORTANT!

- **Label belongings: All food, bottles, and clothing must be marked with the child's first and last name.**
- **Bottles and caps will need to be relabeled frequently.**
- **The Staff is not permitted to serve unlabeled food.**

Breakfast:

- Parents may provide a breakfast for children who arrive before 8:30am.
- All foods must be sent in ready-to-serve.
- If any preparation is required, parents should plan on assisting their child, as the Staff will be occupied with supervising the entire group in both eating and play.
- The Staff will not be able to leave the group to heat food items.
- Children who arrive after 8:30am should consume breakfast at home..

Lunch:

- Sandwiches, yogurt, soup, fruit, crackers and cheese are recommended so that children receive a serving from each food group.
- Please try to provide milk or 100% fruit juice as a beverage.
- If a beverage is not provided, the children will be offered water.
- Please try to avoid food that contains excessive amounts of sugar, preservatives, artificial flavoring, colors and caffeine.
- Candy/soda is not permitted in school and will be returned to the student's lunch box.

All children are encouraged to eat the balanced meal that their parent has provided. However, if a child refuses to eat certain foods, he/she will not be forced to finish the meal. Teacher will alert parents if their child is not eating or is showing food preferences.

SLEEPING TIME

Children sleep on child-sized cots provided by the school. Parents are to provide sleep items that can be appropriately stored in child's cubby.

- A sheet to cover the cot, sleeping bag or blanket for covering the child should also be provided.
- Parents are responsible for washing linens weekly.
- A favored sleeping toy is allowed.

REST TIME

Children are required to lie quietly on their cots for approximately 30 minutes each day.

- This allows children who desire one to nap.
- It is a period of relaxation for non-nappers as well.
- Quiet music is played at this time.
- The lights are turned off.
- Those children who do not fall asleep during the initial period of rest time are given the opportunity to select quiet individual activities (books or puzzles) to occupy themselves while their classmates sleep.

- While every effort is made to meet each child's individual rest needs, it is difficult to guarantee a specific length of nap-time for each child as rest needs vary with activity level, sleep patterns the night before, etc.
- It is equally difficult, and in conflict with the School's child-centered program, to keep a child awake if he/she wants to rest.

ACCIDENTS & INJURY

Should a child become injured during the school day, the parents will be notified via an Accident Report form.

- Parents will be asked to sign the form, acknowledging that he/she has been notified of the accident.
- A copy of the form is placed in the child's School Record.
- If the injury is serious in nature the parent will be notified immediately by phone.
- In the event of an emergency the child will be transported by ambulance to the nearest Hospital/Emergency Room.
 - Parents will be contacted to meet a staff member at the facility.
 - Effective contact is premised on the accuracy of family contact information.
- A child cannot be transported for care by a private car, or receive emergency treatment at the School unless the waivers for emergency care have been signed. These waivers are included in the enrollment package.

TOYS FROM HOME

It is recommended that all personal toys stay at home.

- It is difficult for young children to share favorite possessions, and all toys that enter the School must be shared.
- Additionally, many toys break easily and may contain small parts. These types of toys are inappropriate for our setting.
- Teachers may periodically request 'Show & Tell' items.
 - Suggested items include, books, photographs, special treasures, or theme-related items.
 - Discuss 'Show & Tell' items in advance with the teacher. The teacher's judgment and discretion is final.
- Toys or items related to violence or religious beliefs cannot be utilized at The Willow School.

BEHAVIOR MANAGEMENT AND DISCIPLINE

The Willow School applies the following standards to classroom discipline and child behavior. The School will:

- Set realistic expectations and state them clearly in a positive manner.
- Set limits using a kind, understanding, firm voice, and enforced with natural, logical consequences.
- Praise children for positive behavior.
- Encourage children to think of alternatives to unacceptable behaviors.
- Share and discuss feelings with the children so they can experience how their own inappropriate actions affect others.
- Use redirection to correct inappropriate behavior of a child who is disruptive.
- If redirection fails to correct inappropriate behavior, the child will be temporarily removed from the group. A teacher will sit with the child to discuss he/her behavior.
- Call the child's parents if the behavior is uncontrollable, disruptive and/or harmful to the other children.
- Consider the child's age, intelligence, emotional and past experiences when the need for discipline arises.
- **Not** use verbal abuse or corporal/physical punishment at any time.
- Not associate any disciplinary acts with meals, nap or toileting procedures.

The School reserves the right to deny, cancel, sever or suspend a child's enrollment at any time the School, in its sole discretion, deems such action to be in the best interest of the child or the School. In such event, any unused tuition will be refunded.

Enrollment will be denied, cancelled, severed, or suspended if a child's behavior is uncontrollable, disrespectful, and/or disruptive to other children and/or staff.

School aged children are also expected to follow school policies as well as behavior appropriately on the bus, if they violate any of the following rules, enrollment will be cancelled, severed, or suspended:

- Obey the bus driver, to remain seated on the bus, to keep their hands to themselves, and to keep noise to a minimum.
- No fighting, smoking or profanity will be tolerated.
- The following items are NOT permitted on school buses: Weapons, inflated balloons, food; drink, gum, animals; and musical instruments, sporting equipment or book bags that cannot fit on the students lap or the floor in front of them.
- Seat assignments may be necessary to assure passenger safety.

PARENT COMMUNICATION

Parents' Handbook

The Willow School provides a variety of communications mediums through which parents can receive information on the progress of their child and updates on the general activities occurring throughout the School.

DAILY STICKERS: Preschool age children will meet as a group every afternoon to review the day and share which part of the day was their favorite. The teacher will record their thought on a sticker and the children will where their sticker home. The sticker is intended to encourage a parent's conversation with the child about their day.

DAILY REPORTS: A daily written report is prepared on each Toddler in The Willow School. This report provides the parent with an overview of the day's activities, as well as information on meals, sleeping and toileting. The Teachers will also include individual comments on each child's progress. Parents should check their mailboxes/folders daily for these Reports and any other messages.

PARENT CONFERENCES: At least twice yearly, or more often by request, a formal parent/teacher conference is scheduled. This conference summarizes each child's progress in detail. A written developmental report summarizes the teacher's evaluation. These conferences are generally scheduled in December and May.

INFORMATION BOARDS: These are located outside of each classroom and in the main school foyer. Information is posted about upcoming school and community events. It is recommended that parents check these boards regularly to get updates on the planned program in the classroom.

DAILY FEEDBACK: These are daily communications between the parents and Staff in the morning and evening, during drop off and pick up. **A long dialogue may not be practical because the Staff is still supervising all of the children in their care.** If a more detailed communication is desired, **a special conference should be scheduled.** Naptime is a very convenient time for this type of conference.

OTHER COMMUNICATION: Informal notes, emails, memos, monthly newsletters and calendars, and parent surveys.

PARENT INVOLVEMENT: The Willow School supports the involvement of parents in the school – classroom volunteers, field trip chaperones, story readers, and special event assistants are always welcomed and gratefully appreciated.

The School also supports the formation of a Parent Association. Activities and information programs may be presented throughout the year, in accordance with our stated goals:

- To increase the involvement of parents within the program
- To educate parents about the school's curriculum and philosophy

Parents' Handbook

- To develop understanding and open communication between home and school
- To provide an opportunity for concerned parents to share experiences and ideas
- To develop friendships among parents
- To raise funds for special school events

ADDITIONAL ITEMS:

The Owner and/or Director reserves the right to:

- Deny, cancel, sever, or suspend a child's enrollment if it is deemed in the best interest of the child or school. In such cases any unused tuition will be refunded.
- Refuse to release any child to any person who appears to be under the influence of alcohol or narcotics. In such instances, another parent, guardian or emergency contact person will be contacted.
- If after reviewing the Parent Handbook, there are questions or comments, parents could feel free to speak directly to the Director or Owner.