



**Growing Tree
Learning Center**
304.821.4635

**PARENT HANDBOOK
FAMILY CHILDCARE FACILITY**

SITE 1

**111 Kiskadee Drive
Bunker Hill, WV 25413**

Growing Tree Learning Center, LLC DBA Growing Tree Learning Center prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, marital status of the parents and any other class of individuals protected from discrimination under state or federal law, except insofar as the child's needs cannot be met by the facility/center.

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GROWING TREE LEARNING CENTER, SITE 1

PARENT HANDBOOK

Welcome to Growing Tree Learning Center, Site 1

Our hours of operation are Monday through Friday, 6:30am to 5:30pm. All parents have access to the center during normal business hours. Site 1 is a licensed Family Facility and will accommodate a total of (12) children at one time. There may never be more than 4 children at one time under the age of 2 years old per regulations.

The staff understands that children learn about their world through play. By providing the children with entertaining and intellectually stimulating activities, we hope to inspire a lifelong love of learning, while assisting the children to develop positive self-esteem and the self-confidence to meet life's future challenges.

As required by Federal Laws and regulations, Growing Tree Learning Center, does not discriminate on the basis of sex, race, color, creed, sexual orientation, religion, disability, age, marital status, or national origin in the employment or administration of any of its educational programs or activities.

This handbook was developed to describe some of the expectations of our students and to outline the policies and procedures we would like you and your child or children to follow. Parents should familiarize themselves with the contents of the parent handbook for it will answer many questions you may have.

No parent handbook can anticipate every circumstance or question about policy. As we continue to grow, the need may arise and the facility reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate, at its sole and absolute discretion. Parents will be notified of such changes to the handbook as they occur.

The Growing Tree Learning Center provides education to your child, and we hope you will take pride in the center as we help your child with their academic preparation. Together we shall build the reputation as one of the best centers in the community.

Sincerely,

Doug and Wes Keefer, Owners

Ashley Mitchell, Director

Site 1 Phone: 304-821-4635

Email: growingtreekids111@gmail.com

HOURS OF OPERATION

The Growing Tree Learning Center is open daily with the exception of the following holidays:

New Year's Day, Easter Monday, Memorial Day, Independence Day, Labor Day, Thanksgiving and Day after Thanksgiving, Christmas Eve and Christmas Day.

If the holiday happens to fall on Saturday or Sunday, the holiday will be observed according to the government holiday. One-week notice will be posted on the sign in/out book and on the front door. **Normal tuition will still apply for the day that we are closed due to it being a holiday.**

- **Normal Daytime Business Hours are Monday through Friday, 6:30am to 5:30pm**
- **Overnight Hours: TBD**
- **Drop in care available for school age kids when school is closed – call for availability (Does not apply to Summer care)**

DAYTIME RATES – FLAT FEE ALL AGES

All ages from 6 weeks to 5 years old	Full Time	\$325.00 weekly	(weekly = M - F)
	Part Time	\$195.00 weekly	(3 or less days per week)

DROP IN RATES

School age to 5 years old \$65.00 per day (day = up to 9 hours daytime)

OVERNIGHT RATES

TBD (Currently not offering)

****Non-Refundable Registration Fee due at time of application \$100.00 per child****

Initial payment of registration fee and two weeks' tuition are due prior to the child attending.

Childcare payments are due the Friday before each new two weeks of care. If your child is not here on that Friday, a payment will be expected on the next day the child attends the center. Payments left later than the following Tuesday morning will be assessed a \$30.00 late fee.

ACCEPTABLE FORMS OF PAYMENT:

**CASH, MONEY ORDER, ACH DEBIT, CREDIT CARD
(NO PERSONAL CHECKS)**

Mountain Heart Participants

Initial payment of registration fee and signed Mountain Heart certificate specifying days, hours, and times needed for care are due prior to the child attending. Participants must attend a minimum of 13 days to keep their slot each month. MountainHeart participants must strictly adhere to the days, hours, and times listed on the MountainHeart certificate for childcare without deviation. If you are late picking your child up, then you will follow all other policies in this handbook pertaining to private pay late charges.

If the fees are not paid by their due date, care will be suspended until account is brought current and Mountain Heart will be notified which could lead to case closed if unpaid.

POLICIES AND PROCEDURES

Enrollment Policy

Prior to enrollment a parent shall do an onsite visit. At this time information will be exchanged about the child and all necessary applications and fees will be submitted.

Open Door Policy/Access Policy

After your child is enrolled at the center, the center has an open door policy for parents to come and visit the center at any time.

If your child will be arriving after 9:00 a.m. due to medical, dental, events or other appointments, the parent should contact the center and explain the circumstances.

However, **no child will be permitted to attend the center after 11:00 a.m.**

Out of courtesy, the center would appreciate knowing when a student will be absent for any reason as this will inform the student's teacher and will assist them in planning their classes. If your child is out sick for more than 3 days, a physician's note is required to attend the center.

Payment Policy

Initial payment of registration fee and two week's tuition are due prior to the child attending. Childcare payments are due the Friday before each new two week's of care. If your child is not here on that Friday, a payment will be expected on the next day the child attends the center. Payments left later than the following Tuesday morning will be assessed a \$30.00 late fee.

***ACCEPTABLE FORMS OF PAYMENT: CASH, MONEY ORDER, ACH DEBIT, CREDIT CARD
(NO PERSONAL CHECKS)***

Late Payment Policy

If you are unable to pay your bill by the due date, a late payment fee of \$30.00 will be added to your account and your account must be paid in full before your child returns unless payment arrangements have been made by speaking with the director. A payment agreement will be established and kept on file. After your account is outstanding for thirty (30) days, civil court charges will be brought against you in Magistrate court and you will be responsible for all court costs and an additional late fee of \$100.00.

Bad Weather Policy

In the event of a weather or emergency delay or closing, the center will send a message out on Brightwheel 2 hours prior to opening or the night before. In the event of an early closure we will contact each family via phone and Brightwheel message, so please make sure we have the correct phone and email information on file.

Normal tuition applies when the center is closed, closes early or is delayed.

Cold Weather Outdoor Play

During the winter months, outdoor play will be limited to 15-20 minutes if the temperature is below 35 degrees. The children will not be permitted to go outside if the temperature is below 32 degrees. If there is a severe weather warning, watch or alert, the children will not be permitted to go outside.

Vacation Policy

The parental vacation policy is as follows if your child is enrolled as a full time student:

Subject to the center receiving at least a weeks advance notice your child may have one week's absence at one-half your regular rate during a 12- month period from January through December. This pertains to a continuous week, not isolated, single days of vacation. This does not apply to parents that are teachers and have off during the summer or the summer School-Age program. Your child must be enrolled year round to use the vacation.

Late Pick-up Policy

If you pick-up your child after 5:30pm for our normal daytime hours, you will be assessed a late fee of five dollars (\$5.00) per minute per child.

Staffing Policy

All staff are educationally qualified to work with the children of the center and complete 15 hours of continuing education yearly. Staff have completed the necessary background checks and passed the WV State Child Protective Service Agency, WV Criminal Investigation Background, and WV Child Sexual Predator Registry. They are CPR and First Aid certified. There is always at least one staff member onsite who possesses the Medication Administration (MAT) certification.

Employee Hiring for Childcare Policy

Employees are prohibited from providing childcare services outside of business hours. If a parent chooses to hire an employee to provide childcare, the parent and staff member must sign a Hold Harmless Policy Form that you agree not to hold the center responsible.

Child Abuse and Neglect Policy

As a childcare facility/center, staff members are mandated to report to Child Protective Services any forms of suspected child abuse in any form such as verbal, emotional, mental abuse or neglect. Parents are not permitted to use corporal punishment on the premises of Growing Tree Learning Center nor are you allowed to use corporal punishment if you are volunteering or chaperoning an event off-site.

Shot Records and Physical Exam Policy

All children regardless of age are required upon submission of application to provide a copy of the most recent shot record and are required to have a physical health examination by a licensed physician. You must provide a new physical/shot record each time your child gets new shots or every two years. There are no exemptions for immunization due to religious beliefs.

Sick Child Care Policy

The center does not have on-site sick childcare facilities. If a child begins to exhibit signs of a communicable illness while at the center the parent will be notified and must pick up the child immediately. In the event your child is sent home early due to fever, vomiting, diarrhea or any contagious virus, lice or rash, your child cannot return to the center until they have been treated, or fever free for 24 hours. If a child develops a communicable or contagious illness outside the center the center must be notified immediately.

Prescription And Non-Prescription Medications Policy

The center has designated staff that will only dispense medication prescribed by a physician and over-the-counter medication as needed for shots, teething, ear infections, etc. Medical Administration forms must be completed in full and signed for medicine to be provided for your child. All medication is stored in a locked box out of reach of children.

Emergency Or Urgent Care

Parents are required to sign a consent form for the staff to transport or secure any and all necessary medical treatment for their child at the closest local facility. All possible attempts will be made to contact the parent immediately regarding any health related issues. If a parent refuses medical treatment, any injury or illness that is perceived to be disabling or life threatening the child will be transported to the nearest facility and the parent will be responsible for the cost.

Liability Insurance

The center does maintain a Liability Insurance policy. The liability insurance covers the business and the children.

Hand-Washing Policy

All children must wash their hands upon arriving at the center in the mornings and arriving from public school in the afternoon. It is also practiced frequently throughout the day.

Dental Policy

Children are encouraged and provided with the opportunity to brush their teeth daily. Children are to provide their own toothbrushes and toothpaste.

Potty Training Policy

If your child is in diapers or pull-ups, you must provide them. We make every effort to see that your child remains dry at all times and parents can plan on a large bag of diapers lasting 7-9 days. You may send supplies daily or in advance for multiple days' worth in a bag. Please write your child's name on the bag. If your child uses special powder or wipes, please include these. The teachers will remind you when your bag is running low on diapers or pull-ups, but please make sure you also check. We ask that you provide easy open pull-ups.

Potty Training Policy - continued

Generally your child is physically ready to be trained when he or she can stay dry for at least two hours at a time or when they wake from a nap or night's sleep and they are dry. These happen at different ages for different children, but usually from age two to three. Attempting to toilet-train before the child is physically ready generally proves frustrating for all concerned and sometimes prolongs the process.

Being in a daycare setting will sometimes facilitate, as it becomes "socially acceptable" to use the toilet like the older children. When your child is ready to be potty trained the center has a potty-training form that must be completed and signed before the staff can help with the potty-training process.

All children must be fully potty-trained entering three/Pre-k class. You are required to sign a potty-training form.

Rest/Nap Time Policy

Each child will be allowed a rest/nap time from 1pm to 3pm every day. It is a requirement by licensing that a child be allowed a minimum of 1 hour rest/nap time when in the care of our center for more than four hours. We do ask that you provide a lightweight blanket and cot sheet. For infants - only a sleep sack and crib sheet. Please place your child's name on both with a permanent marker for identification purposes.

Personal Item Policy

Children need an extra set of clothing (shirt, pants, underwear, and socks) to be left in their cubbies for your child in case of an accident. Please make sure to label your child's clothing. We will not be responsible if your child's clothing comes up missing. Please do not allow your child to bring toys, crayons, etc., to the center. We have plenty of toys for the children to use at the center. Toys brought from home become a source of contention, and they might get lost or broken. The center does not accept responsibility for any child's toy or toys brought from home against damage, theft or loss, including for "Show and Tell".

Meal Policy

Site 1 Daytime Hours

Breakfast is served from 8:30am until 9:00am. Your child must be at the center by 9:00 am to receive breakfast.

Lunch is served from 12:00pm to 12:45pm.

Afternoon snack will be served at 3:30pm every day.

Site 1 Overnight Hours

Evening snack will be served at 7:30pm.

Breakfast is served from 5:30am to 6:00am.

Menus are planned and posted weekly. Your child will receive meals that consist of breakfast, lunch, and afternoon snack for our daytime hours and evening snack and breakfast for our overnight hours. If you are using formula, cereal or baby food products, you are responsible to supply the center with these items daily or as needed routine. Please remember to mark your child's items with their last name and date that you bring the items to the center. Food and cereal must be sealed; we cannot accept open items. When your child is old enough to start eating table foods, the staff will be glad to help your child revert from jar food to table food.

Infants – Safe Sleep Policy for Newborns to 12 months old

We shall adhere to the rules in the WV Family Childcare Facility Licensing Regulation 16.2.g regarding sleep requirements and restrictions of infants. All infants will be placed on their backs for sleeping and parents must sign this form at enrollment.

Religious Activities

The children and teachers will be involved in the following religious activities:

Prayer before meals and bedtime

Incorporation of various religious celebrations – ex. Hanukkah, Christmas, Good Friday, Easter, etc.

Animal Policy

Children, Families and Staff are prohibited from bringing pets into the facility or on facility grounds.

Field Trips and Transportation

The center may take walking or authorized vehicle field trips. In the event of bad weather, the trip will be cancelled. Field trips are planned to coordinate and enhance the curriculum being used in the classroom. A minimum of two staff members will accompany the children whenever they are on a field trip. Prior written parental consent must be given for your child to attend.

Fire Drill and Safe Room Policy

Fire drills are conducted and recorded twice a month according to fire code Regulations. Emergency Evacuation plans are posted throughout the center showing all the exits. In the event of a tornado, the children at site 1 are taken into our designated safe room of the main bathroom. In the event of an emergency evacuation the children at site 1 will be taken to 71 Kiskadee Drive, Bunker Hill, WV 25413 (Neighbor Lou Ann Welsh).

Harassment Policy

Students shall have an environment free from intimidation and harassment because of their race, age, sex, sexual orientation, religion, handicap, or ethnic origin. Growing Tree Learning Center prohibits any physical, verbal, or visual harassment by any employee toward any student. A parent is to report any complaints of this nature to the director. These complaints will be thoroughly investigated, and should they be found to have any basis in fact, the person or persons involved will be appropriately disciplined, which may include immediate discharge.

Sexual Harassment Policy

The center does not tolerate sexual harassment and must be reported to owner or director immediately.

Confidentiality Policy

Written permission must be given for information to be released about the child except when disclosing information to the licensing specialist or secretary of Early Childhood Education. A center shall maintain the confidentiality of all records for three years in a safe, secure location. Staff and parents are not allowed to discuss other children that attend the center.

Guidance/Discipline Policy

Children will be taught rules to be followed in the classroom and on the playground. These rules have been developed and implemented for the safety and well-being of all present.

Guidance/Discipline Policy - continued

Staff shall not incorporate punishment that is humiliating, shaming, frightening, or otherwise physically or emotionally damaging to the child. Punishment will not be associated with food, rest, toileting, isolation for illness or excessive exercise.

In the event discipline is needed the staff shall carry out the disciplinary measures in such a way as to help the child develop self-control and to assume responsibility for his or her actions. If redirection does not work, then time out may be used for recurring behavior and only for children ages 3 and up. Time out is based on 1 minute per age of child.

Behavior problems shall be treated individually and privately. If there is an assessment of a child's pattern of unacceptable behavior, the entire staff will be made aware of it and cooperate in developing and carrying out a specific plan to correct the behavior. The plan will include a parent/teacher conference. Plans will have an ongoing assessment and will give feedback to parents. All disciplinary events will be documented and the parents must sign a copy for the child's records. A copy is provided to the parent as well. Children with severe behavior that are beyond control may be required to be picked up. Together with the parent, a plan will be developed. Any behaviors that become uncontrollable and that cause bodily harm to themselves, staff, and other children may lead to dismissal of student(s).

Termination Policy

Not all children adjust to being in a childcare center, therefore, the center will allow a minimum of two weeks for your child to adjust to being at the center. If we feel your child is not adjusting in the two-week period, the director may suggest other options.

Any parent that uses severe verbal threats or physical action towards a staff member are grounds for your child to be terminated immediately.

At any time, parents may terminate care and must give a written two weeks' notice and pay two weeks of care. Any outstanding balance will be due, and no child's property will be returned until the balance is paid in full.

Overnight Policy

Children must arrive at the center fully fed and bathed as no dinner and bathing will be provided by Growing Tree Learning Center.

Children will only be bathed in an emergency situation (accidents – Pee, Poop, Vomit, Blood)

Children will be served a PM snack and Breakfast.

Parents to provide center with an overnight bag with all items labeled to include: toothbrush, toothpaste, change of clothes, towel, blanket, sheet. (Infants – will need diapers, wipes, change of clothes, diaper cream, bottles, formula, sleepers/sleep sacks, crib sheet)

Pesticide Application

West Virginia law requires child care operators to inform parents of the right to be notified of Level 3 and 4 pesticide applications when the child is enrolled. If a pesticide application becomes necessary, the child care operator must post the pesticide application notification at the sign-in station at least 24 hours in advance of the application.

Please Complete Upon Issuance and Review of the Parent Handbook
Growing Tree Learning Center, Site 1
Parent Handbook Certification

I have read the information and policies contained in the Parent Handbook. I understand the contents and agree to abide by the policies stated, as long as my child(ren) is/are enrolled at Growing Tree Learning Center.

I have met with the director or designated staff member and discussed the center's statement of purpose, hours of operation, attendance and grievance procedures. I have also reviewed and agree to the center's Enrollment Policy, Open Door Policy/Access Policy, Payment Policy, Mountain Heart Participants, Late Payment Policy, Bad Weather Policy, Cold Weather Outdoor Play, Vacation Policy, Late Pick-up Policy, Staffing Policy, Employee Hiring for Childcare Policy, Child Abuse and Neglect Policy, Shot Records and Physical Exam Policy, Sick Child Care Policy, Prescription And Non-Prescription Medications Policy, Emergency Or Urgent Care, Liability Insurance, Hand-Washing Policy, Dental Policy, Potty Training Policy, Rest/Nap Time Policy, Personal Item Policy, Meal Policy, Infants – Safe Sleep Policy for Newborns to 12 months old, Religious Activities, Animal Policy, Field Trips and Transportation, Fire Drill and Safe Room Policy, Harassment Policy, Sexual Harassment Policy, Confidentiality Policy, Guidance/Discipline Policy, Termination Policy, Overnight Policy and Pesticide Application.

I have received a copy of the center's policies. I am aware of my right to grieve without retaliation against my child and/or myself. I have been informed of my rights to make a complaint to the State related to the center's compliance with the provisions of the WV Code 49-2B-1 et.seq. And the requirements of the Child Care Facility/Center Licensing Regulations.

I have been provided with a copy of the Rates and Fees Schedule and agree to the amounts charged. I further understand that thirty (30) days' notice will be given in the event rates are raised.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date