



PARENT HANDBOOK

**Eastgate
14002 E 21st St
Suite # 400
Tulsa, OK 74134
918.794.8336**

MISSION & PHILOSOPHY:

The goal of Playtime(+) is to merge work with parenting by providing a facility in the same building as your employer. We understand how difficult it can be to choose work over being at home with your child. Playtime(+) has designed a facility with your specific needs in mind. Our mission is to provide a flexible learning environment for your child where you can stop by and observe them at any time.

Our schedule provides a developmentally appropriate curriculum with the needs of each child's physical, intellectual, social and emotional needs in mind. Activities promote social skills, develop strong positive self-image and infuse a sense of security.

ENROLLMENT PROCEDURE:

Playtime(+) enrolls children from ages 6 weeks to 12 years regardless of race, religion, or sex. Registration is on a first-come-first-serve basis with priority given to siblings of enrollees.

Enrollment requires all parents to complete an enrollment packet. The packet includes an enrollment and financial agreement, medical emergency authorization form, child development form and immunization records.

Upon enrollment your child will be placed in a classroom based on their age and developmental level. Promotions to the next classroom will take place according to the developmental needs of the child, and availability in the classroom.

PART TIME CARE is available as enrollment permits. Enrollment is based on a regular schedule. Fees are payable in advance at the rates given at the time of enrollment.

PRESCHOOL PROGRAM: Children 2 years and older will be enrolled in our preschool program. The preschool program provides a structured yet flexible learning environment to prepare your child for the next steps in life.

SCHOOL AGE PROGRAM: Transportation to and from schools is not available. We will provide a program for all school age kids enrolled after school and during the summer. School break camps will be offered.

TUITION:

Tuition fees are paid in advance according to the agreed upon enrollment. The full fee for the enrollment must be paid, regardless of attendance. There will be no refunds for vacation, holidays, absences, illness, or inclement weather. Children enrolled full time will be given one week vacation a year. Vacation time must be submitted to the director one month prior to the vacation. Payment may be made by debit card, credit card,

money order and checks- no checks will be held. Tuition which has been paid in advance is refundable with two weeks written notice. Tuition is due on the first of each month. A \$10 late fee is accrued daily starting on the 5th of each month, if the tuition is not paid a. On the 15th of each month any unpaid tuition must be paid in full or service will be suspended. Flexible tuition payment options are available, contact the Director for more details.

Enrollment Fee of \$100 is non-refundable which is charged yearly per family.

Late Pick-up Fee of \$2.00 per child per minute is charged after agreed upon enrolled pick up time.

Return Check Fee is \$25.00. No checks will be accepted after the second occurrence.

HOURS OF OPERATION:

Playtime (+) operates from 6:00 am to midnight Monday through Saturday, according to enrollment. Please contact the Director within one hour of the agreed upon enrollment drop off time if your child will be absent. Any child remaining at Playtime (+) after the agreed upon enrollment pick up time will be brought to the office area where a staff member will try to contact the person listed as the emergency contact. If the designated adult cannot be reached within one hour from the agreed upon enrollment pick up time the Child Protective Services will be contacted for instructions on how to proceed.

Playtime (+) is closed for the following holidays: New Year's Eve, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. In the event of inclement weather, the closing of the center will be announced on news stations 2, 6, 8 and 23. Our Facebook page will also be updated accordingly.

CURRICULUM:

Playtime (+) uses a developmental approach to curriculum and program management based on knowledge of growth sequences and current child care research. The curriculum is developed and implemented according to the interest and developmental levels of each child through assessment. Your child care is top priority and is one of the most important decisions a parent can make. In addition to providing an educational curriculum we have implemented a program to teach your child how to manage their emotions and social behavior.

The infant program follows a "demand" schedule in which children eat, sleep, and play according to their own patterns. As your child grows so does their learning environments and schedules. All ages are provided with opportunities to explore, interact with others, and learn responsibility. Each child is challenged appropriately by specifically design activities.

FIELD TRIPS:

Field trips away from Playtime (+) are planned for children four years of age and older. Parents are notified one week in advance of any planned field trip. Each child must have a signed field trip permission slip to attend. Tennis shoes or closed toe/closed heel flat shoes are required on all field trips.

HEALTH:

A copy of the child's immunization record must be kept on file at Playtime (+) and must be updated as immunizations and boosters are completed. Please assist us by keeping all immunizations up to date.

Always contact the Director as soon as possible if your child contracts a contagious illness. If a child becomes ill during their enrolled shift, the parents will be notified immediately. Children that are ill should be restricted from the classroom. Children removed from the classroom due to illness must be symptom/fever free for 24 hours without medicine or have written physician consent to return. An onsitesickroom is available with Director approval.

The following are general guidelines to follow in determining an illness in a child:

1. Temperature exceeding 101 degree F
2. Three loose stools occurring within one day
3. Vomiting occurring within the last 12 hours
4. Conjunctivitis (red eyes, discharge, crust)
5. Unusual listlessness and drowsiness preventing participation in the daily program
6. Symptoms which suggest the presence of a contagious disease such as: all rashes, colored discharge from eyes, nose or ears.

A signed medical slip for each medicine needs to be on file for administration of medicine. The signed medical slip must be updated regularly. Only the following over the counter medication may be given: cream for poison ivy, teething medicine, diaper ointment or inhalers. Any other over the counter medication must have Director's approval prior to administration. All prescription medication must be only one day's dose and must be in the original bottle. We also will take any equipment needed for a life threatening condition such as a bee sting, asthma, etc. Written instruction must be left and they will be used only in case of emergency and after a call to 911.

SAFTEY:

Playtime (+) staff is trained in Basic First Aid and CPR. Immediate steps will be taken to notify parents and secure prompt medical attention if needed. We appreciate your assistance in maintaining accurate and up to date contact information.

In the event of an emergency evacuation, Playtime (+) will work with the security of the Eastgate Metroplex as well as any Tulsa Police and emergency management agencies. Information on the relocation center to which the children have been taken will be posted on the Playtime (+) door and will be released to the media. The staff will remain in charge of the children in their care during an evacuation and while at the relocation

center. Children will only be released to those persons authorized under normal Playtime (+) procedure.

Fire drills are held monthly. Tornado drills are conducted quarterly.

SECURITY:

Playtime (+) is a state of the art child care learning facility designed to provide your child with a safe, secure environment. All persons entering or leaving the facility must sign in and out at the front desk.

Children are released only to those already authorized by the parent. For added security, all authorized pick up persons must show photo identification. Any last minute authorizations must be submitted to the Director ahead of time and must also show photo identification. If confirmation of authorization or identification of an individual cannot be made, we will not allow that person to leave with your child.

PROGRAM POLICIES:

Parent/Staff Communication: Parents are an important part of Playtime (+). Parent involvement is encouraged so please feel free to talk to with your child's teacher at any time. Parents may also contact the Director to set up a time to visit or observe your child's classroom at any time. Parents of enrolled children are permitted reasonable access to all parts of Playtime (+) during operating hours.

Each classroom is equipped with security cameras and intercoms. Monitors are located in the administration area and a request may be made by the parent to the Director for viewing. Parents receive daily information regarding their child's activities and any concerns the teacher may have.

A parent information board is located outside each classroom. Additional information relating to safety, licensing and compliance is located in the compliance file in the front lobby.

Guidance & Discipline: The basic philosophy and policy concerning discipline at Playtime (+) is that children need guidelines more than punishment. Playtime(+) trains all staff by using a conscious discipline program. This program enables our staff to better serve the needs of each child. All discipline is developmentally appropriate, responsive to the circumstances, constructive and educational. Children and their feelings are accepted when they are expressing disapproval of unacceptable behaviors. Children are redirected by providing alternatives when behavior is unacceptable. They are encouraged to develop self-control and responsibility by using safe, natural and logical consequences for their actions. Playtime (+) recognize that every discipline method is not effective with every child and/or circumstance. If the discipline approved by DHS and Playtime(+) is not effective in correcting any disciplinary problems with a child we have the right to suspend or terminate enrollment at any time. Playtime(+) will document all disciplinary problems and talk to parents regarding the issue. In event of a suspension or termination parents will be notified immediately and given a time when their child needs to be picked up from the center.

Per the DHS handbook no threatening or using any form of physical punishment such as spanking, hitting or shaking is used. No punishing or threatening children in association with physical needs such as withdrawing, denying or forcing of food, rest, toileting is accepted. No exposure to extreme temperatures, putting anything in or on a child's mouth, or use of yelling or harsh or profane language is acceptable. Humiliating, rejecting or ignoring children is never acceptable. Restraining a child is not acceptable at any time.

Dismissal of Children: Dismissal of a child occurs when it is determined that the needs of the child cannot be effectively met by Playtime (+) or if there is a lack of cooperation with our policies by the parents.

Clothing: Please dress your child appropriately for the activities of the school day. We recommend that all children wear rubber-soled shoes. Please prepare your child for unexpected temperatures changes because outdoor activities do occur daily. Please be sure to label all belongings. Parents should provide a change of clothes to be kept in the classroom for all children.

Personal Property: We are not responsible for loss or damage to clothing or items sent with your child. Please label all items with your child's name.

Rest Time: Parents are required to provide a sheet and blanket for their child. The sheet and blanket will be sent home weekly for laundering.

FOOD GUIDELINES:

Families often have a variety of preferences for the nutritional needs of their infants and toddlers. Therefore, we require you to bring all food for your infant or toddler until he or she is at least 12 months of age and begins eating table food. Guidelines for providing infants and toddlers with adequate nutritious food must be followed and will be handed out at enrollment. If these guidelines are not followed, your child will be fed and those charges will be added to your account. Once your child is at least 12 months of age and eating table food, all meals, and snacks will be provided by Playtime (+). Our menu provides a nutritious balance of foods that are kid friendly. In addition we offer an organic and gluten free menu at an additional cost. Parents will be requested to supplement Playtime (+)'s food service for any child who has a special dietary need including health or religious restrictions. A physician's note is required to be kept in the child's file for any recommendations regarding food allergies and dietary restrictions. Any changes to a child's food service will not change the tuition rate.