



# WAY to GROW!

PROFESSIONALLY FUN CHILDCARE

## Parent Handbook

**Welcome to Way to Grow! This handbook contains information regarding the child care program. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you may have about our program.**

### **Way to Grow!**

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Revised January 2015

## Part One: About the Center

**Mission:** Way to Grow! is committed to providing children and their families with a unique, fresh approach to child care. We understand the importance of music and appropriate curriculum in child development, and we combine those aspects with quality teachers and happy, loving staff members. We serve children from ages 4 weeks to 12 years, in a nurturing, rich environment as they grow. Way to Grow! is the right way to go!

**Hours and Days of Operation:** Way to Grow! is open Monday through Friday, 6:30 am – 6:30 pm. We are closed on all major holidays, including, but not limited to: Independence Day, Pioneer Day, Thanksgiving, Black Friday, Christmas and the day after, and New Year's Day. Some days we will close early, such as for Halloween, Christmas Eve, and New Year's Eve. On minor holidays, such as Pioneer Day, Halloween, Labor Day, and Memorial Day, there will be a sign up sheet posted at the front desk. If you require child care for that day, please sign up as early as possible, so that we can schedule teachers appropriately. Discounts for these days have already been calculated into the tuition rates.

**Staff:** Way to Grow! strives to provide children with the best staff and teachers. Some of our staff have many years of teaching experience, special training in special needs, infant/toddler endorsements, and some of our staff have "Mommy experience". All of our staff are required by the State to have at least 20 training hours per year in Child Development subjects, have had FBI background clearances, and CPR and First Aid certifications are highly encouraged. Our staff are dedicated to your children and will go the extra mile to see that each child gets the love and learning that they need.

Way to Grow! Is a non-discriminatory child care center. Way to Grow! admits children of any race, religion, sex, disability, color, or national or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to children at the center. It does not discriminate on the basis of race, religion, sex, disability, color or national or ethnic origin in administration of its educational policies, admissions policies, and other center-administered programs.

## Part Two: Enrollment

The following forms must be completed upon enrollment, and shall be updated annually.

- Registration/child information form
- Health Assessments
- Immunization records
- Parent consent forms
- CACFP form (Food Program)
- Enrollment form/Parent Contract

❖All records are confidential. If information needs to be updated at any other point, it is the parent's responsibility to notify the director in writing. All records are the exclusive property of Way to Grow and will remain in a secure location for a minimum of 3 years.

### Changes in enrollment

The parent agrees to give notice at least 2 weeks in advance, preferably in writing to the director, of a change in enrollment. This includes withdrawing a child from Way to Grow! or changing the child's contract time.

### Probationary Period/Termination Policy

Each child at Way to Grow receives a free try-out day! This is offered in order for parents and children to experience first-hand a day at Way to Grow! Parents are encouraged to spend at least some of the free day with their child, either in the classroom or in the center, to observe.

The first two weeks of your child's enrollment will be considered as a probationary period. If we/you feel things are not working out, either party may opt to give notice for withdrawal of the child's enrollment. If after the probationary period or any time prior to that, if we feel that we cannot meet the needs of the child, we may ask for the two week notice for your child.

If two weeks' notice is not given by the parent before the child's enrollment has ended, Way to Grow will charge the account for 2 weeks of tuition.

At Way to Grow!, safety and peace of mind for all are a priority. If, at any time, a child's behavior puts himself/herself, other children or staff members at risk-physically, emotionally, or otherwise-Way to Grow reserves the right to withdraw that child's enrollment immediately.

These behaviors include, but are not limited to:

- physical violence/confrontation,
- threatening actions or words,
- self-inflicted bodily harm,
- running away,
- inappropriate discussions, gestures, or play
- sexual harassment

### Attendance

Because Way to Grow! strives to maintain proper child to teacher ratios, parents shall call to notify Way to Grow! if their child will not be in attendance on a specific scheduled day. Please notify the front desk staff as early as possible that your child will not be in for the day. Also, when there is a planned absence, such as a doctor's appointment or family vacation, notice shall be given as early as possible in advance, so teachers can plan accordingly.

### Drop off/ Pick up

When dropping off your child at Way to Grow!, please be sure to escort your child to his or her classroom. Also, please come inside to pick up your child. Children should be with either a staff member or a parent when checking in and out at the center.

Please, when you bring your child in for the day, do discuss with the teacher how your child's morning or weekend has been. Good communication is a great way to create that connection between home and daycare. Also, feel free to ask the teachers about your child's day.

### Signing in/Out

Please be sure to sign in and sign out your child each day. This will help us to be able to keep track of which children are on site at the center, and it is crucial to maintain accuracy in this area in case of an emergency.

## Part Three: Fees and Payment Schedule

Way to Grow! does not have registration/enrollment fees!

Full time and part time enrolled families' tuition rates are based on the "time slot" they reserve, whether or not the child is there. For example, if a child is contracted for the times Monday through Friday 8 am through 5 pm, then that time slot is reserved for that child. If the child is not there on Tuesday, the family is still charged for that day, because that time slot it still reserved for the child.

Parents are encouraged to pick up their children from daycare on time – based on the contract time. Please call if you will be more than ½ hour late picking up. Parents that consistently pick up their children more than ½ hour late will need to amend their contract time and Way to Grow may or may not be able to accommodate. Way to Grow closes at 6:30pm and late pickup fees of \$2 per minute will apply after that time. If you know that you will be coming after 6:30, you MUST call and we will give you a 5 minute grace period. Late fees will accrue after the 5 minute grace period.

### Payment Policy

Parents may choose to pay: weekly, bi-weekly or monthly by cash, check, money order, or credit card.. Parents who pre-pay for 2 weeks or 1 month will receive a 3% discount off the month's tuition. There will be a \$30 returned check fee on all insufficient funds checks. After the second returned check, a parent will no longer be allowed to pay with a check. An alternate payment method will be arranged.

We do require a credit card to be on file for all accounts that are not pay in advance. This information remains confidential and securely locked away. Accounts that become overdue will be charged via credit card.

We are happy to receive families who are state assisted. There will usually be a remaining balance after the State payment, and it is the responsibility of the parent who is enrolling the child to pay this balance by the end of the month. Discounts only apply to the balance remaining that the parent owes. Way to Grow is a reputable business and we will not manipulate the system. For example, we will not tell the state that a child is coming full time, when they are contracted at a part time rate, just so the parent does not have to pay any money out of pocket.

Delinquent accounts will accrue a late payment fee of \$15 per week. These accounts must have less than \$50 balance due in order for Way to Grow! to allow the children on that account to attend. Accounts that are 15 days overdue will be considered for referral to a collection agency, and the child's enrollment will be terminated.

Drop in clients must pay by cash, credit card or money order for that day. Sorry, no checks are acceptable for drop in child care.

### Vacation Time

Way to Grow offers 2 weeks per year of credit for vacation time and planned days off for families who are current on their accounts. Vacation time can be split up to be used by day for up to 10 days of credit per year.

### Family Discounts

Families with more than one child enrolled at Way to Grow! will qualify for the sibling discount. The sibling discount is 10% off of the oldest child's tuition.

## Part Four : Center Policies and Procedures

### Authorization for pick up

Way to Grow! strives for high quality safety and security for all children. Children will only be released to persons the parents have listed on the enrollment forms and the first time we meet anyone new, we will ask for their ID. In an emergency, a child may be released to an adult who is not on the list, only if it can be established that the parent has given their permission. In cases such as this, please call us first to make the process simpler. If we have not yet received a call, then the front desk personnel will call the parent to verify and if we cannot reach the parent, we will call the emergency pick up people on the enrollment form to verify the identity of the person picking up. If we cannot establish that proper consent has been given, we will not release the child.

Please do not tell anyone the code to the computer or door – we can and will do that. The door code does change in January each year and could change during the year if there is a need.

### Behavioral Issues

At Way to Grow, it is our goal to provide a safe, pleasant environment while providing the children with whole child development. We will work with children to redirect negative behavior and model positive behavior. In our efforts to provide a safe environment, Way to Grow reserves the right to refuse child care services to children who are exhibiting abusive or destructive behavior. If a child is excessively aggressive, Way to Grow management will review the child's case and determine if other care should be arranged. Please refer to page 2 under "Enrollment: Probationary Period/Termination"

### Birthdays

Because Way to Grow is regulated by Utah State, and the Health Department, we cannot allow homemade treats to be brought to the center. Store-bought treats or snacks are allowed. Please discuss this with your child's teacher in advance, so that your teacher can plan accordingly. Also, latex balloons are not allowed at Way to Grow, as they pose a dangerous choking hazard. Mylar balloons are permitted.

### Conflict Resolution

In the unlikely event that there may be conflict between families, between teachers and parents, etc, please bring the issue to the attention of the director. The director will listen to both sides and come up with a plan that resolves the issue.

Also, if you are dissatisfied about the care your child is receiving, please notify the director as soon as possible so that we can resolve the issue as soon as possible.

### Curriculum

Way to Grow offers a curriculum that is inspiring, fun, and age appropriate for each child! Teachers are given time each week to plan and prepare lessons for the children, which are theme-based and includes subjects such as reading, language development, small motor skills, pre-math, music and movement, science, social skills, arts and crafts, etc!

We have a strict No TV policy. The only exception to this rule is for children ages 2 years and over, and ONLY for educational purposes, to enhance the lesson, or for a holiday party and is limited to less than once per month.

## Development Delays

If there is ever concern about developmental delays, please feel free to talk to the teacher and/or director. We are confident that together, we can come up with a plan that will be beneficial to the children. You can also get a free screening with Kids on the Move and you could qualify for free therapy.

## Field Trips

Way to Grow will offer periodic age appropriate field trips for children ages 3 and older. Parents will be notified in advance, and a Field Trip form will be at the front desk for the parents to sign, if they wish for their child to be included. If the Field Trip permission form is not filled out, the child will remain at the center.

## Transportation

Way to Grow! transports children to and from school, and on field trips. All children riding in the Way to Grow! Bus must wear the seat belts properly.

## Fire and Other Disaster Drills

Way to Grow conducts fire drills on a monthly basis, and other disaster drills every 6 months.

## Liability

Parents agree that they are the primary financially responsible party for any and all medical attention their child may need while enrolled at Way to Grow! This includes, but is not limited to doctor's visits, emergency transportation, and other professional services and products. Parents agree not to hold Way to Grow! or it's employees responsible for these, and other instances that may occur while their child is in Way to Grow! care.

## Meals and Snacks

Way to Grow participates in the Child and Adult Care Food Program (CACFP). This is a reimbursement program that helps us give your child very balanced, healthy meals, while keeping tuition costs low for you. We are closely monitored and regulated, and all menus must be approved and follow the CACFP rules and guidelines. Breakfast, morning snack, lunch, and an afternoon snack will be provided. Meal times vary sometimes for different seasons, but are approx-

Breakfast at 7:30-8:30.

Morning snack at 9:45-10:15.

Lunch at 11:45-12:45.

Afternoon snack at 2:45-3:45.

We try to encourage good nutritional choices, and good manners, so we have our teachers lead by example. Our teachers sit and eat and socialize with the children during meals. We provide meals for the teachers as well as the children so that the children see this good example.

Please be sure to let your child's teacher, and the front desk staff know of any allergies or sensitivities to foods that your child has.

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

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

### Nap Time/ Quiet Time

Center-wide quiet time is from 1:00-3:00. Most children do need a nap during the day, and we provide this time for that purpose. For those children who do not nap, such as school age children, quiet time should be observed. Our teachers are encouraged to help children relax by gently rubbing or patting their backs, while quiet music plays in the background to create serenity in the room. Children are welcome to bring one small blanket from home to nap with. The blanket must fit easily and completely into the child's cubbie. Blankets will be sent home with the children on a weekly basis to be washed.

### Outdoor Policy

It is important for children to have outside play time daily. In the event of inclement weather, children will have indoor recess instead. If a child is too ill to go outside for playtime, he or she is probably too ill to be at daycare.

We refer to <http://www.airquality.utah.gov/aqp/utah-currentconditions.html> to decide whether the air quality, along with the temperature is good enough to be outside. We do not take the kids outside when the air quality is not good to breathe, or when it is too cold or too hot.

Please note that we do go outside daily, even in the winter time. Parents need to bring a spare set of winter clothing for their kids to change into in case of accidents. You are welcome to keep the spare set at the center, so that your child always has a change of clothes.

### Photos

During 2015, Way to Grow will update our computer system and start having pictures of parents and pickup persons saved on the computer. This will ensure the safety of children, and the identity of those who are picking up the child. The pictures will be used, for and only for, the security database.

Pictures of the children are taken quite often for room display, bulletin boards or other class activities and the end of year digital yearbook! If a photo is to be used for media, such as advertising, Way to Grow! will ask permission from the parents prior to use. Way to Grow! will not distribute pictures of children without proper parental consent.

### Transitioning to older classes

Children will be transitioned to the next age group, based on chronological age, staffing, and development of the child. Parent's wishes are always respected but may not always be granted immediately due to the above variables.

Whenever possible, children transition to the next class with a trusted friend, to ease the transition. Time is spent in the new classrooms gradually to help the children become oriented and comfortable with the new routine and the new environment. Teachers help the children by helping them to feel invited and included, but never forced.

We will work closely with you and your child when the time comes for him/her to go to kindergarten. We offer a curriculum theme, as back to school approaches, that specifically for children going into kindergarten that focuses on going to school, and what it's like and what to expect. Our program includes kindergarten readiness, and we strive to provide a program that enhances the children's kindergarten experience. When it's time to go to school for the first time, Way to Grow management will do all the bus runs for the first week and walk the children to their classes, to ensure that the children are confident and comfortable in knowing where to go and what to do.



### Toys From Home

Way to Grow! strives to provide plenty of educational and enriching activities and toys for the children. Please leave all personal toys at home. The exception to this is when a child's teacher implements show and tell day. In this case, please be sure to bring safe, age appropriate toys. For example, nothing broken or dangerous to younger children (especially small toys that may be a choking hazard), and nothing that has monetary or sentimental value. Way to Grow! is not responsible for lost or broken toys.

### Visitors

Visitors must check in with the front desk staff each time they come to visit. Parents are welcome at any time (open door policy) but due to safety reasons Way to Grow! staff need to know who is in the building at all times.

### Guidance and Socialization Policy

Way to Grow! focuses on positive guidance. Way to Grow! staff members do not use corporal punishment, physical punishment, physical restraints or withhold food, sleep or toileting privileges. Instead redirection and developmental appropriate practices for acceptable socialization and guidance will lovingly and thoughtfully apply.

## Part Five: Parents in the Program

### Daily communication

Parent information boards are located throughout the center. Please take time to read the information on the boards in the front entryway, and in the children's classrooms. This will keep parents up to date on schedules, activities, and more! Please be sure to read the family newsletters each month as well – they will be distributed at the front desk and then a copy will be posted for the entire month.

### Parent/Teacher Conferences

Parent/Teacher conferences are a great way for families and childcare to come together for the best interest of the child. A lot can be learned and shared at these meetings, and we will be better able to meet the needs of the child, as well as understand the expectations of the parents.

Parent/Teacher conferences will be held periodically, at least twice per year. Parents may also request a conference with the director and/or owners.

Prior to parent teacher conferences, teachers will have the opportunity to observe and record each individual child's achievements. At parent teacher conferences, the developmental checklists and observation records will be reviewed. Parents are welcome to discuss any issues or ask questions at this time.

### Family Involvement

We encourage family involvement. We love family and friends to come in and share with us their cultures, traditions, and celebrations! Every teacher is open to new ideas and will be glad to listen to help our children learn about your family! Volunteers in the classroom are very much welcome!

If parents and family members can't come into the classroom to volunteer, there are numerous ways they can still help out by donating supplies, organizing class parties, assisting on field trips & swimming lessons, fundraiser activities, etc. Teachers may also have things parents can do at home, such as cutting out materials, or helping to gather lesson supplies. Every little bit helps!

## Part Six: Health and Safety

At Way to Grow! we recognize the need for excellent health and safety. We understand that kids will be kids, and that comes along with bumps and scrapes, and for those times when a child gets an owie, they will be treated with tender, loving care.

Way to Grow! employees are highly encouraged to receive their CPR/First Aid training as soon as possible upon employment. Several of our teachers and our director have medical training. This will help to ensure the health and safety of the children at Way to Grow, in an accident or emergency.

### Accidents

Accident reports will be written in the event that a child is injured and the injury is minor, such as a bleeding scrape or cut, bruise, or bite and when basic first aid is applied. The basic first aid we will apply would be a bandaid, antibacterial ointment, or an ice pack. If the child receives an injury that requires more care than that, we will contact the parents as soon as possible. In the event of a medical emergency, the Emergency Services will be contacted first, and then the parents will be notified.

Accident reports are to be left at the center to be filed in an accident log. Copies may be requested. We will use the log to refer back to previous accidents or incidents if there is ever a question about what happened.

### Diapers

When diapering children, our caregivers will always follow safe, healthy diapering procedures. This includes keeping one hand on the child at all times, and wearing disposable gloves on both hands when diapering children who are ill or appear to be ill.

Children who are in diapers must be changed at one of the designated diaper changing stations. Children and caregivers will wash hands after diaper changes are complete. We ask that if a parent changes their own child's diapers at Way to Grow, parents wash their hands, and assist with washing the child's as well.

### Evacuation

In the event of a necessary center-wide evacuation, we will walk the children over to the "Girl Scout" or "Just Dance" building. Located directly across Center Street, in the 2 white buildings, this location is close and easy to find. Parents will be able to make contact with Way to Grow! staff by calling the daycare phone number, or calling the director's cell phone number, which will then be posted on the door at Way to Grow!

### Illness Policy

It is very important to Way to Grow! staff and families that the children in attendance are healthy, and free from illness, in order to prevent the spread of infection and disease. Please follow these guidelines and if your child is ill, please keep the child home for the day. If the child gets sick while at the center, parents will be contacted and they must pick up the child immediately, or arrange for another adult to pick up the child immediately. Some of the common illnesses/symptoms that shall exclude children from attendance for the day are:

blood in the stool,  
diarrhea,  
fever,  
pinkeye,  
rash,  
respiratory illness,

lice,  
vomiting,  
excessive sneezing,  
excessive or bark-like coughing,  
lethargy  
allergy-like symptoms (unless allergies are doctor confirmed)

A good rule of thumb to follow is if the child is not feeling well enough to participate in all of the activities for the day, he or she should probably be at home resting and getting parental TLC.

### Hand washing Policy

Hand washing is the single most important step anyone can take to prevent the spread of germs and disease. We encourage children, parents and caregivers to wash their hands upon entering the classroom.

At Way to Grow! children, parents, and all staff members are strongly encouraged to wash their hands frequently.

This includes:

- \*Upon arrival at Way to Grow!,
- \*before and after toileting,
- \*after coming in from outside play,
- \*before and after meals,
- \*after sneezing or coughing,
- \*frequently throughout the day.

Please note that there are designated sinks for hand washing.

### Infant Sleep Policy

Studies have shown that following the “Back to Sleep” program greatly reduces the risk of SIDS-Sudden Infant Death Syndrome. At Way to Grow! all infants under the age of 12 months will be placed flat on their backs for sleep in a safety approved crib. If parents request that their infant is placed in an alternate sleep position or in another device/equipment for sleep, parents must provide a written order from a health care provider stating the medical reason and time frame to follow the order as well as written parental permission.

### Immunization Policy

State Law requires that children have an immunization record or an exemption form on file and Way to Grow does report to the Health Department yearly the same as any school would. Children should be up-to-date with their immunizations and parents are expected to provide their child’s immunization record or an exemption form, before the child’s first day at Way to Grow! If a child is behind on their shots, we will admit them conditionally for up to one month so that parents can make appointments with their doctor.

### Mandated Reporter

Utah State Law requires all adults to report any and all instances of suspected child abuse, including physical, sexual, emotional, and neglect.

### Medication Policy

If a child requires medication while at the center, medication should be given to the front desk staff and should not be left in diaper bags/backpacks or placed in cubbies. If medication is found in a diaper bag, backpack or coat, Way to Grow! teachers are instructed to remove the medication from the room, and place it in the approved medication container, out of reach of children.

Written permission and instructions from a health care provider (label on original container) and the child’s parent are required in order for Way to Grow! employees to administer prescription medication to a child. Over the counter medications require the parent’s instructions and permission. Both prescription medication and non-prescription medication require that a parent complete the medication release form.

**By signing below, parents/guardians and provider agree to abide by the written policies as stated in the Parent Handbook.**

(Please sign and return this form to Way to Grow! Upon enrollment.)

\_\_\_\_\_  
Parent's Name (print)      Parent's Signature      Date

\_\_\_\_\_  
Parent's Name (print)      Parent's Signature      Date

\_\_\_\_\_  
Director's Name (print)      Director's Signature      Date