

PARENT HANDBOOK



Hours
Monday - Friday
7:30am - 5:30pm

"To inspire and enable all young people to realize their full potential as productive, responsible and caring citizens."

Arrow Prep is a
program of:



PO Box 833
1000 3rd Ave NE (Boys & Girls Club)
Watertown, SD 57201
605.886.6666

Brittany Foyt, Director of Arrow Prep
foytb@bgcofwatertown.com

BGCOFWATERTOWN.COM/ARROW-PREP

Table of Contents

Letter to the parents3

Program Activities4

Enrollment Policies4

Payment Policy5

Potty Training Policy5

Absent Child6

Child Care Assistance6

Late Pick-up6

Authorizing Individuals to pick up your child6

Meals7

Nap / Quiet Time7

Withdrawals7

Child Behavior Guidelines7

Termination of Services8

Health & Regulations8

Medical Emergencies10

Hazardous Materials & Bio-contaminants11

Transportation11

Insurance11

Emergency Closing11

Fire, Tornado, and Natural Disaster11

Holidays11

Staff Qualifications12

Reporting of Child Abuse/Neglect12

Prevention of Shaken Baby Syndrome & Abusive Head Trauma12

Non-discrimination Statement12

Confidentiality12

Graduation12

Miscellaneous Information13

Dear Parents/Guardians,

Welcome to the Arrow Prep preschool program. Our goal is to provide a warm, safe and developmentally appropriate environment for every child. The purpose of this handbook is to outline the program policies and procedures. We strive to work closely with parents in a partnership that will facilitate the transitions between home and school. Daily communication and a sense of trust between parents and staff are vital.

Our goal is to provide the highest quality care and education for children and to ensure that parents are valued and respected. We expect parents to read this handbook, follow the policies and procedures outlined, provide us with all the necessary information, and be open and honest with us regarding your feedback about the program. We welcome your comments, questions, concerns and suggestions about your child's experience and the program. We understand that nothing is more important than your child's early education and care experience. You will be notified of formal policy changes during the year via a written policy notice in your mailbox.

If at any time you have questions please feel free to contact us!

Sincerely,

Brittany Foyt

Director of Arrow Prep/Kidscope

1000 3rd Ave NE

Watertown, SD 57201

(605) 886.6666

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www.bgcofwatertown.com



Program Activities

Arrow Prep has a daily structured schedule which offers the children a similar schedule each day, yet allows for flexibility and individual preferences. Our program provides children with a jumpstart on educational activities such as arts and crafts, storytelling, and physical wellness. We also help children gain interpersonal skills that will help them get ready for school.

Arrow Prep's main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, computer programs, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing. Our activity plans will be planned and implemented only by qualified staff members with backgrounds and experience in early childhood education.

Arrow Prep promotes an environment where children become independent, confident, lifelong learners with a strong sense of self. We proudly offer a positive, child-centered preschool experience that fosters a love of learning in a nurturing community.

If parents have any questions about the curriculum for their child's program, please ask a staff member. A full copy of activity plans are posted for viewing in the classroom.

Enrollment Policy

As state licensed programs, we are required to maintain a file on all registered children. We accept children starting at 3 years up to 5 years old.

Parents are responsible for returning the following completed forms before the child starts the program:

- A signed enrollment form. **This also establishes who is financially responsible for the account.**
- Current and up to date immunization records.
- Food service form.
- First week payment (non-refundable) and schedules are turned in with your enrollment form and are ongoing throughout the year. If you request additional hours for the week, there is no guarantee the changes you request will be accommodated.
- We request all parents have a tour and orientation of the designated facility prior to the child's start date.

***Your child must be fully toilet-trained to enroll with our program.**

Payment Policy

Full Time Rate \$140/week
Summer Activity Fee \$25/child/year

*To assist with transportation for youth enrolled in summer programs

- Payments are due Friday by 5:30pm for the upcoming week. We require “pre-payment” for all services. If payment is not paid in full a \$20.00 late fee will be added to the account. If the bill still remains unpaid as of Monday at 5:30pm, the child may not be able to attend again until the bill is paid in full. Payments need to be made online at www.myprocare.com . There is no processing fee for online payments.
- The deposit (first week of service) may be paid by check or cash. There will be a \$40.00 charge for a returned check.
- In the event of an overpayment on your account, we will issue a credit to your account. If your child is no longer enrolled, we will issue a credit check for amounts exceeding \$20.00, upon your request. Payments will be issued up to two weeks after withdrawal.
- There is a 20% sibling discount. The youngest child pays the full amount.
- Payment refunds may be considered by the director.
- Weekly billing will occur whether your child is in attendance or not.
- All tuition includes meals and snacks.

**Pool pass needs to be purchased separately by the parents/guardians at the beginning of summer.

Potty Trained Policy

Your potty-trained child ...

- Will tell the teacher he/she needs to go to the bathroom.
- Is able to go to the bathroom (either urinating or a bowel movement) on his/her own. This includes being able to remove clothing, sitting on the toilet, wiping himself/herself (using the appropriate amount of toilet paper), putting clothing back on, flushing the toilet, and washing and drying his/her hands. The teacher will not assist, as this is an issue which protects all concerned. If a child needs assistance cleaning themselves, a parent will be notified right away to come and assist the child.
- Is aware of the need to use the toilet without reminders from the teachers (although, teachers do make requests of children at various times of the day, for example, before or after meals, and before going out to the playground, etc.).
- Will not be in diapers or pull-ups at all. He/she must be in regular underwear.

Our school does not have the staffing to potty train our students. If a teacher is spending their time with potty training, then they are not able to work with your child and the other children in our routine daily activities. This is neither fair to your child or to the other children.

If your child is ill and has diarrhea, they should be kept home until they have been episode-free for 24 hours (see Parent Handbook).

We understand that children will have occasional bathroom accidents. That is why we ask you to keep a change of clothing at school. However, if a child is having consistent bathroom accidents, the teachers will take these steps, as we would not consider your child to be potty trained.

1. If one or two accidents occur in one week, the parent will be notified with the understanding that the issue needs to be addressed and corrected. The Director/teacher will meet with the

child's parent to determine a cause and/or if a plan of action can be developed to help the child be successful. Some examples are developing positive charts and giving bathroom reminders at specific times.

2. If the child continues to have repeated accidents, then the parent will be called and expected to come to Arrow Prep to either change the child or take the child home if they have had multiple accidents in one day. The child may be required to stay home at least one week or longer until he/she is completely potty-trained.
 - a. Tuition will not be pro-rated during this time. Parents will then need to contact the director to facilitate the child's return to school.

Absent Child

If your child will not be in attendance on a scheduled day, please notify the staff as early as possible. If we have not heard from you within 1 hour of your child's scheduled start time, we will assume your child is absent for the day. If we are not notified, we cannot guarantee care for your child if they are late.

Child Care Assistance

Families that are eligible for State Childcare Assistance are charged according to government guidelines. Parents are responsible for all co-pays as well as any fees that may accrue based on coverage or under wage of hours.

For more information you may visit the website: <https://dss.sd.gov/childcare/childcareassistance/>

Late Pick-up

For every 15 minute increment a \$2.00 fee will be added to your account if your child is brought in early or not picked up at the scheduled time, unless notified in advance.

If an emergency arises and you are unable to pick up your child by 5:30pm, you must call immediately. However, after 5:30pm a \$1.00 per minute fee will be added to your account. We request you make all efforts to contact your emergency/authorized contacts to pick up your child by closing. If you fail to make arrangements with us for the extended service and we are unable to reach you, we will contact your emergency contacts. If we still haven't heard from you or your emergency contacts by 6pm, we will contact the Department of Social Services to assume responsibility for your child and the Watertown Police Department.

Authorizing Individuals to Pick Up Your Child

If someone other than yourself or the authorized contacts listed on your enrollment form will be picking up your child, a written or verbal notice must be given to a staff member. We require photo identification from anyone, (other than a parent or guardian) who is picking up a child. If custody situations arise, please provide program management with proper legal documentation.

Meals

Breakfast: (8:00-8:30AM)

Lunch: (11:00-11:45AM)

Snack: (2:30-3:00pm)

Our menus have been designed to meet state requirements and are intended to give each child a well-balanced meal. A wide variety of food choices are served to help your child begin a lifetime of healthy eating habits. Menus are posted for each month on our website at www.bgcowatertown.com. If you are aware that your child will not eat a particular food type, you may send a sack lunch from home. We strongly encourage parents to ensure that meals brought from home are nutritious. The sack lunches are stored on open shelves or are refrigerated if needed; food must be ready to be served. If your child requires a special diet, food must be provided by the parent and communicated to the staff. We do have a refrigerator to accommodate those special needs.

Allergies - If you are aware of an allergy, notify management and your program teacher immediately. We will do our best to make sure the child is not exposed to this allergy. All staff are required to be trained in the area of food and allergic reactions as per orientation guidelines. A doctor's note is required for any allergies the child may have.

Treats Special treats are permissible if prior arrangements have been made with staff. Treats must be store bought and pre-packaged.

Nap / Quiet Time

There will be a designated nap/rest time each day. All children must nap, rest, read or play quietly during this period. Rest time gives children a much needed break during the day. Parents must provide a nap mat at the start of care.

Withdrawals

The parent agrees to give the director a minimum of 2 weeks' notice when choosing to withdraw. Withdrawal forms are available with staff. Once we have been notified, the next two weeks of payment is due at the time of notice regardless of the child being present or not.

Child Behavior Guidelines

Any discipline we implement will incorporate the following:

- Positive guidance
- Redirection of energy
- Setting of reasonable limits

Any peer pressure as a discipline measure and any humiliating or frightening form of punishment is strictly prohibited. If your child is experiencing some behavioral difficulty, you will be notified by program management and a conference will be scheduled. Management and teachers will then work closely with you to see if the problem or problems can be resolved with an action plan. As a last resort, we reserve the right to ask you to withdraw your child from our program. The following information is intended as a guideline for working with children who are having difficulty adjusting to or abiding by certain rules or behavior in a classroom or program as a whole:

1. Program management is always obligated to look first within the program, staff, schedules and/or activities to ascertain if the facility can realistically offer any changes in its program that may help the child adjust any negative behaviors.
2. Program management and staff will communicate with parents as situations develop to keep them informed and involved with their children's discipline.
3. If problems continue, management will hold a parent conference to form an "action

plan” to help facilitate more appropriate and/or acceptable behavior on the part of the child.

*Parents need to be aware that they will be contacted to pick up their child when their child is disruptive and endangering the safety of other children or program personnel.

4. We reserve the right to terminate enrollment of a child when:
 - A. Parent action is not followed or if there is no positive change in the child’s behavior within time limits previously set in the “Action Plan.”
 - B. We have accumulated numerous incident reports documenting the child’s behavior to this particular point.
5. Discipline will not be used in connection with rest, food, or bathroom privileges.

Termination of Services

We may terminate services for the following reasons: (but are not limited to)

- The lack of adherence to our policies.
- The lack of cooperation from parent(s) with the program’s efforts to resolve differences and/or to meet the child’s needs through parent/staff meetings or conferences.
- Abusive behaviors and/or verbal threats by parents or children toward the program staff, other parents or children.
- If the child exhibits special, behavioral, or physical needs, that are not possible to meet within our program. In this case, the program staff will make every effort to involve the parents and appropriate resources to decide the best course of action for the child. This decision will take place prior to termination of services, unless there is potential danger to others.
- If your child misses more than 2 consecutive weeks in any given year without communicating with program management.
- We reserve the right to terminate a child's enrollment at any given time if necessary.

Health & Regulations

A. State & program health requirements: Before a child may be enrolled we MUST require a child’s parent or guardian to submit a written statement signed by a licensed physician, physician’s assistant, certified nurse practitioner, or community health nurse proving the immunization status of the child is current and up to date.

B. Medication: Parents must complete a medication form each day if their child is receiving medication. Staff will document medication administration on this form. If your child needs medication unexpectedly, you will have to come to the program and fill out the medication form before we are able to administer the medication. All medication will be kept out of the reach of children. Refrigerated medications will be stored in one of the refrigerators in the facility. The parents are expected to take the medication home daily if needed at home. We cannot be responsible for medications left at the facilities.


C. Illness: We strive to prevent the spread of illness, and your cooperation with our policies regarding this will be of tremendous help. If your child has any symptoms of a contagious illness, in all fairness to the other children and program personnel, please keep him/her at home until there are no signs of symptoms. If your child does not attend another preschool program, they are not allowed to attend our program. Should your child become ill while they are in attendance, we will separate him/her from other children and attempt to contact a parent immediately so you know of their condition as soon as possible. You will be contacted via phone to pick up your child from the

program within an hour. If we are unable to reach you, we will contact one of your emergency contacts to pick up your child. Please read the following health guidelines to further acquaint yourself with our policies regarding illness.

**Immunization Schedule
Effective November 1, 2016**

The chart below indicates the age, or age range, each immunization must be obtained for children enrolled in a registered or licensed child care program. If a child has a medical reason for not receiving an immunization, or is behind in receiving immunizations, an explanation from the child’s doctor is to be included in the child’s file. If immunizations are not given due to a parent’s religious belief, a parent explanation must be included in the child’s file.

Vaccine	Birth	1 Mo	2 Mo	4 Mo	6 Mo	12 Mo	15 Mo	18 Mo	19-23 Mo	4-6 Yr
Hepatitis B (Hep B)	#1	#2			#3					
Diphtheria, Tetanus, Pertussis (DTaP)			#1	#2	#3		#4			#5
Haemophilus Influenzae Type b (Hib)			#1	#2	#3	#4*				
Inactivated Poliovirus (IPV)			#1	#2	#3					#4
Measles, Mumps, Rubella (MMR)						#1				#2
Varicella (Chicken Pox)						#1				
Pneumococcal (PCV)			#1	#2	#3	#4				
Hepatitis A (Hep A)						2 doses, 6 mo. apart				

 = Immunization is to be given within the range of time

Combination Immunizations Often Seen on Immunization Records:

Pediarix = DTaP + Hep B + Polio

Pentacel = DTaP + Hib + Polio

Kinrix = DTaP + Polio

MMRV = MMR + Varicella

*The Pedvax Hib and COMVAX series are three dose Hib series and all other Hib series are 4 doses.

The SD Department of Health is authorized by law to collect and process mandatory reports of communicable disease from physicians, hospitals, laboratories, and institutions. Registration standards for state licensed programs mandate providers to report communicable diseases to the Department of Health. We are required to include the disease or condition diagnosed or suspected, the name, age, sex, race, address, and occupation of the carrier, the date of onset of illness and whether the person is hospitalized, the name and address of the attending physician, and our name and contact information. For a complete list of diseases or to report a communicable disease, please call the SD Department of Health at 1-800-592-1861.

Guidelines for Sending a Child Home

- Fever: Auxiliary or oral temperature: 100F degrees or higher
- Respiratory Symptoms: Difficult or rapid breathing, severe coughing: child makes high pitched croupy or whooping sound after coughing. The child is not comfortable due to

- persistent cough
- Diarrhea: 2 episodes of abnormally loose stools in a two hour period or any case of vomiting
- Eye/Nose drainage: Thick mucus or pus draining from the eye or nose
- Sore Throat: Sore throat, especially when fever or swollen glands in the neck are present
- Skin Problems: Skin rash; undiagnosed or contagious; infected sores with crusty, yellow or green drainage which cannot be covered by clothing or bandages
- Itching: Persistent itching or scratching of the body or scalp
- Appearance/Behavior: Child looks or acts differently. The child is unusually tired, pale, lacking appetite, confused, irritable, difficult to awaken or complains of not feeling well
- Unusual Color: Eyes, skin, stool or urine

Guidelines for Re-admittance

- Fever: Exclude until child is fever free without the use of Tylenol or Motrin for 24 hours.
- Pink Eye: Exclude until drainage stops or after 24 hour period of appropriate antibiotic treatment
- Chicken Pox: Exclude until all blisters have dried into scabs; about 6 days after rash onset
- Ringworm: Exclude as long as lesions are present and living spores persist
- Impetigo: Exclude until sores are healed or can be covered with bandages, or until child has been treated with antibiotics for at least 24 hours.
- Head Lice: Exclude until first treatment has been completed and no live lice or nits are seen.
- Measles: Children who have not been immunized (up to 15 months) excluded for 21 days after exposure; other children excluded 5 days after onset of rash
- Hand, Foot & Mouth Disease: Exclude until fever and sores are gone and child is well enough to participate in normal daily activities
- Hepatitis B: No exclusion necessary unless infected child exhibits biting behavior or has open sores that cannot be covered
- Whooping Cough: Exclude until 5-7 days after antibiotic treatment begins
- Respiratory Illness: Exclude until child is without fever for 24 hours and is well enough to participate in normal daily activities
- Strep Throat/Scarlet Fever: Exclude until at least 24 hours after treatment begins and child is without fever for 24 hours. We may at any time, request a doctor's note at any time before allowing re-admission to our programs.

Medical Emergencies

If there is a true medical emergency, 911 will be called and the ambulance will transport your child to the emergency room at Prairie Lakes Hospital.

We will follow these procedures when a true emergency arises:

1. Obtain emergency transportation to a medical facility
2. Call the hospital or emergency facility and alert them to the nature of the patient being sent
4. Call the parents or guardian

Hazardous Materials and Bio-contaminants

We require all staff to be trained in the area of Universal/Standard Precautions. We require any care provider or employee who provides care and supervision to children to follow the Universal/Standard precautions recommended by the CDC in handling any fluid that might contain blood or other body fluids.

Transportation

There is no transportation available to get children to and from any other activities such as sports, preschools and private schools.

During fieldtrips, we utilize transportation from the Watertown School District.

Insurance is provided for all Boys & Girls Club of Watertown vehicles used to transport children. If a child is participating in field trips from one of our programs, we require a Field Trip Release Form (signed by a parents). These forms are included in our general enrollment paperwork.

We strictly follow SDCL 32-37-1.1 in the use of child passenger restraint systems. Each vehicle will only carry the number of children allowed by vehicle passenger capacity. In our care, following current SDCL32-37-1 we ensure that all children 5 years of age or younger and fewer than 40 pounds must be in a car seat. You may be asked to provide a car seat in the event of a field trip.

*If we use school transportation, any child 3 years old or older may ride the bus without a car seat.

Insurance

We are not responsible for accident insurance for children enrolled. Please review your own personal insurance to be certain that you and your children have the proper coverage. If you do not have coverage, please contact the Boys & Girls Club of Watertown for further information.

Emergency Closing

Closing due to inclement weather will be broadcast on local radio stations. You can also refer to www.gowatertown.net, www.bgcofwatertown.com, and our Facebook page at Boys & Girls Club of Watertown, South Dakota. Credits will not be issued for emergency closure.

Fire, Tornado, and Natural Disaster

Our programs have special procedures set up to deal with emergencies such as fire and natural disaster. We conduct at least 4 fire drills and 1 tornado drill annually. Emergency evacuation drills are practiced each year.

Our program does have an Emergency Preparedness Plan in place. It is available upon request to the director.

Holidays

Arrow Prep will be closed for the following holidays. In the event any of the below holidays fall on a Saturday, we observe the Friday before, and if the holiday falls on Sunday we observe Monday.

*We do not reduce tuition on the weeks of the holidays.

New Year's Day	Independence Day	Day after Thanksgiving
Good Friday	Labor Day	Christmas Eve
Memorial Day	Thanksgiving Day	Christmas Day

*We may also be closed some additional days due to staff trainings.

Staff Qualifications

Our staff are warm, caring and have a strong desire to work with children. All Arrow Prep staff meet or exceed the South Dakota state licensing requirements. Every year, all staff, must complete a required number of continued training hours. We make sure all are able to communicate well with parents about what your child did during their day, any problems or suggestions that might help their development, and we welcome your feedback. Neither staff member nor volunteer will have a substantiated report of child abuse or neglect or name on the sex offender registry or will they have a felony conviction on record within the past five years.

Reporting of Child Abuse/Neglect

Upon hire, all staff members and volunteers are required to read and sign a statement which defines abuse/neglect and states reporting requirements. By signing the statement, personnel agree to report any suspected cases of abuse and neglect to Social Services.

Prevention of Shaken Baby Syndrome & Abusive Head Trauma

Arrow Prep requires any employee who provides care and supervision to children under age 5, to be trained in recognizing what shaken baby syndrome is, how it is caused, what the symptoms of the syndrome are, and how to prevent shaken baby.

Non-Discrimination Statement

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

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W, Washington D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). This institution is an equal opportunity provider and employer.”

Confidentiality

All records remain strictly confidential at our facilities. Each staff member and volunteer must sign a confidentiality policy when working with the Boys & Girls Club of Watertown programs.

Graduation

Following graduation which is held each spring (usually April or May), children will be allowed to continue with Arrow Prep until the end of the academic school year in accordance with the Watertown School District. The Arrow Prep graduate will then be eligible to attend summer Kidscope services, followed by Kidscope at the start of their kindergarten year. They will not be eligible to attend the Boys & Girls Club Main Site until the child has completed kindergarten.

Miscellaneous Information

Clothing- It is important for children of all ages to have a complete change of clothing at school, since even those beyond the age of “accidents” will occasionally have one. We ask that you clearly mark each item and send them in a bag also marked with your child’s full name. Please send your child in shoes that are comfortable and easy to play and run in. We will do our best to help keep track of your children’s personal clothing but cannot be responsible for misplaced items.

Outside Play - Weather permitting; we go outside daily for physical activity and fresh air. We try to replace physical activity within the programs if we are unable to go outside for the day. Please make sure your child is appropriately dressed and you furnish the correct attire for the weather conditions. (Hats, gloves, mittens, snow pants, boots, tennis shoes for gym, etc.)

Toys- Our programs have more than an adequate amount of toys and learning materials. Please DO NOT allow your child to bring toys from home as they may be lost or broken at our facilities. We are not liable for any lost/broken or stolen toys brought from home.

Reporting of Changes of Circumstances- The Boys & Girls Club of Watertown will immediately report any change of circumstances which may affect the ability to comply with state licensing rules (i.e. new program location, building renovations/remodeling, suspected in-house abuse and neglect, employee felony, ownership change, or new director).

Key Fob – Each family enrolled will be given one key fob free of charge. Each family may purchase a second key fob for an additional \$5.00 (nonrefundable). Key fobs must be returned when services are no longer needed. If a fob is lost, staff must be notified right away to deactivate the fob. We will issue another fob with an additional charge.