

Ehmke's Childhaven Preschool
841 East McNeil
Show Low, AZ 85901
Email: ehmkes.childhaven@yahoo.com

Dear Parents:

Thank you for choosing Ehmke's Childhaven Preschool! We are delighted to be given the opportunity to care for and teach your child (ren). This handbook provides you with necessary information, policies and procedures that will need to be followed while your child (ren) is/are enrolled in our center.

The Parents' Handbook is based upon three important foundation components: The Statement of Services, The Philosophy of Ehmke's Childhaven and finally the rules and regulations of our Governing Agencies. Each section of the Parents' Handbook is highlighted to help you more easily locate the section you may want to find in the future.

Please carefully read all of the of the Parents' Handbook. Be sure you understand each section. IF you have questions or need clarification, please ask. You will be asked to sign the last page and return it to the center. Please also return the Emergency Form and a copy of the child's shot records. Please keep the rest of the handbook for your reference.

Our goals are to provide the best loving care and valuable early childhood education for your children and give you a secure sense of comfort that your child is being left in the care of professionals.

Sincerely,

Eve Hoskins,
Owner/Director

Statement of Services

Ehmke's Childhaven Preschool services children ages 2-11. Children do not have to be toilet trained to attend Childhaven. Our preschool program services children age 2-5. We conduct a very successful after school program for children in kindergartens through sixth grade. In addition, we operate a very active and enthusiastic full-day summer program for school age children. We provide a breakfast, lunch and afternoon snack. Our hours of operation are 6:30 a.m. – 6:00 p.m. Monday through Friday. Our center is available to children regardless of age, sex, race, creed, national origin, religious persuasion, or disability.

Philosophy of Ehmke's Childhaven Preschool

We, at Childhaven, strive to provide a warm, nurturing environment that encourages the development of the "whole" child. We believe those who attend our preschool are part of a bonded community within the center. We have found that an environment based on successful experiences encourages children to develop a healthy concept and positive self-esteem.

A child's emotional development is strengthened through verbal expression, experiencing rules and limits, learning to interact in a non-violent and kind way and being thoughtful to others. We endeavor to provide choices in each learning area. The opportunity to choose in the learning process provides a high self-esteem and encourages an eager student.

Physical development is enhanced through participation in large and small motor skills in both indoor and outdoor activities. Visual motor skills are refined through use of manipulative blocks, puzzles, and other small tools and objects. TO facilitate intellectual development, Childhaven widens the child's experiences in creativity through music, arts, dramatics, dance, literature and verbal skills. Learning centers throughout the school enrich all areas of development. Children are taught responsibility in choices and upkeep of these centers.

We seek to provide a physically safe and emotionally secure setting and atmosphere. We have an "open door" policy. Parents are welcome at any time. We recognize that the parent will always be the child's first teacher. We accept the privilege of sharing the teaching experiences with the child's parent(s).

Governing Agency

The Arizona Department of Health Services regulates and annually inspects Ehmke's Childhaven. The address is 150 N. 18th Ave Ste 400 Phoenix, AZ 85007. Their phone number is 602-364-2539. The Arizona Department of Economic Security Child Care Services and Navajo County Health Department also monitor us. The inspection reports are available upon request.

Policies and Guidelines

Attendance Requirement

Childhaven has an attendance requirement of at least 3 days per week. We feel this helps children adjust to being in a school setting. We understand that things happen and there will be times when children will miss days due to illness or other circumstances. You must notify us when your child will not be in attendance. You will be charged 3 days regardless if they are in attendance. You will be allowed four weeks each year free of tuition charges as long as you notify us in advance. If your child leaves for the summer you must notify us of their last day and their return date before they leave and we will hold their spot. You will not be charged tuition during this time.

Child Abuse or Signs of Possible Child Abuse

All child related services, education programs and anyone involved with children are required by the state of Arizona to report any suspicious signs of possible child abuse to Child Protective Services. It is in violation of state law for staff at Ehmke's Childhaven to fail to report potential child abuse. It is not the intent of staff at our center to create negative issues for families. It is, however, our intent and obligation to protect the welfare and health of all children in our care.

Child Arrival and Release

Upon arriving at Childhaven, each parent must sign in the child (ren) and then escort the child (ren) into the appropriate classroom(s). **Do not say good-bye at the office door.** Please let the teacher know that the child is here for the day.

Children will only be released to those persons whose names are listed on the emergency and information card. Staff at Childhaven will need written permission to release the child (ren) to a person who is not listed on the card. When someone who staff does not recognize picks up children, picture identification and name verification will be required before the child (ren) is released.

In the case of parental custody matters, Childhaven staff will need copies of legal documents with the court seal on file at the center. Parents will not be denied access to their children based on the verbal statement of one spouse against another.

Parents and guardians are never allowed to release a child who is not their own from the center. Never hold the door open for another child. Only the child's parent, guardian or assigned adult may allow a child to leave the building.

Childhaven staff are not allowed to take children home or to care for any child enrolled at the center after hours.

Complaint Procedure

If, for some reason, you find that something is not being handled to your satisfaction or if you have a concern regarding your child (ren)'s care, please feel free to talk to your child's teacher. We suggest that you attempt to deal with the problem as soon as it is discovered. If your child's teacher is unable to help you to your satisfaction, you will be directed to the Assistant Director. If the Assistant Director is unable to assist you or correct the problem to your satisfaction, the Owner/Director will be enlisted to resolve the situation.

Children's Cubbies

Upon enrollment, your child (ren) will be given a cubby in their classroom. This is where the teacher will put any projects or special things your child (ren) has/have made. It is also where staff will put items they want you to take home. **Please check your child's cubby daily.** Children are so proud of what they make and want to share it with you.

Curriculum / Assessments

Our staff plan weekly curriculum in six different curriculum areas that are aligned with the Arizona Early Learning Standards. Lesson plans are posted in the classrooms and we encourage you to check them often. This gives you an idea of what your child is doing during the day and also is a way for you to have a conversation with your child about their day when you pick them up. We assess your child twice a year, in October and April. You can meet with your child's teacher to discuss the results. Just let us know.

Daily Sign In

As a safety measure for my child, I will complete the sign-in / sign-out form including complete signature. I must sign on the line that corresponds to the date of attendance. The sheets are an Arizona Department of Health Services regulation and are extremely important. **They must be accurate as they are considered legal documents!!!!** I also understand that a \$5.00 fee will be charged for every day that I do not sign in and/or out or fail to complete the sign-in correctly. You must also sign in using the tablet on the desk.

Discipline Procedures

Positive discipline techniques are used at Childhaven. We encourage an environment that provides children an opportunity to explore and experience age appropriate activities within consistent limits. In this climate, most problems will be prevented. When an issue does arise, any of the following methods may be used:

Redirection: Changing a child's focus from an activity that is unacceptable to one that is.

Distraction: Distracting the attention of a child before a problem occurs.

Praise: Acknowledging appropriate behavior without addressing inappropriate behavior.

Time Out: A "think it over" area allows a child to be separated from the group and be given time to regain control and practice good decision making skills.

Document Charges

When Childhaven furnishes you a document that you have requested or we provide, such as end of the year tax forms, payment verification, or copies of items in your child's file that first copy will be at no charge. If you request the same form again there will be a \$1.00 charge added to your bill.

Dressing Your Child for Childhaven (including shoes)

Our philosophy is that children learn best through play. This means that occasionally children will get dirty. We do our best by having children wear smocks when they paint or do messy activities but accidents do happen. Please send your child to school in "play clothes" so they can enjoy their time here and not to worry about getting dirty. **Flip-Flops are not allowed.** All sandals must have a heel strap.

Emergency Evacuation Procedures

If during operating hours, an emergency requires us to evacuate the premises, we will take the Emergency and Information Cards and all the staff and children will relocate to the Nikolaus Homestead Elementary Gym. At that time you will be called to pick up your child (ren). If the emergency is contained and we are allowed by the authorities to return to the building we will do so and again notify you that we are back at the school if you have not yet retrieved your child (ren).

Emergency Medical Procedures

If, while at Childhaven, your child requires emergency medical treatment, the following procedure will be followed:

- 911 will be called
- The parent or guardian will be notified or a message left.
- The emergency contacts as identified on the "Emergency card" will be notified and/or messages left, if the parent/guardian cannot be reached.
- If no one can be reached, a staff member from Childhaven will take the child's file and accompany the child to the hospital. All children will be transported to Summit Healthcare Regional Medical Center.

First Day / Family Involvement/Parent Communication Tool

On the first day of school, we ask that you become acquainted with your child's classroom, introduce yourself to your child's teacher, allow the teacher to explain the routine of the classroom, show you where your child's things will be kept, where their cubby is, and ask any questions they may have. We encourage you to discuss with us anything you feel we should know and we will do the same. Open communication and family involvement has been shown to improve a child's success in school. Please feel free to come to us anytime you need anything and feel free to attend all our special events and stop by and observe your child.

Childhaven uses a program called Daily Connect. This allows you to log in each day and view how your child's day was. Staff will make most entries prior to 2:00pm but some may be made after. When you sign the last page of this handbook please include your e-mail so we may send you the authorization you will need to access the system. All information is encrypted and secure.

Forest Fire Policies

In the event of a forest fire in our area, we will remain open as long as the situation is safe to do so. The staff will monitor the fire through official channels. We will close when we feel that the children should be with their families or we have been told to officially evacuate. If we decide to close, and we are not currently open, an announcement will be made on the radio stations. If we are open and we are told to evacuate or feel we need to close you will be contacted and required to come or have someone that is listed on the Emergency Information Card come and pick up your child (ren) within 1 hour. We will reopen when we have been allowed to return to area or the situation becomes safe to do so. If we are forced to evacuate on short notice we will take all children and necessary supplies in staff vehicles to the nearest Red Cross Shelter. You will be notified by phone to come and pick up your child.

Holidays

Ehmke's Childhaven is closed on the following national holidays: New Year's Day Memorial Day Fourth of July Labor Day Thanksgiving & the day after Christmas If the holiday falls on a weekend, it will be observed on either the preceding Friday or the following Monday. When Christmas and New Year's Day fall on a Thursday we will be open on Friday if there is a sufficient need. Martin Luther King Day, Presidents Day, and Veteran's Day our hours will be 7:00-5:30.

Homework

Education is our number one priority here at Childhaven. We believe in continuing to help children succeed even after they have entered school. Therefore, Childhaven provides time for homework for school age children. This time takes place immediately after the children arrive here from school. Approximately 30

minutes will be devoted to helping with homework. Since most children receive a “homework packet” on Monday we will spend time each day so that they can complete all their pages and be ready to turn it back in to their teacher on the required day. If you want your child to participate in the homework program you need to let us know and work with us to see that homework is taken seriously. This means that we require you to see to it that the homework is in your child’s backpack each day and review the homework each night.

Insurance

Childhaven carries general liability insurance. Documentation of the insurance is available upon request.

Illness and Prescription Medications

Should a child become ill while in attendance at Ehmke’s, it is the parents responsibility to make arrangements to pick up the child as soon as possible. Parents will be called if their child has diarrhea more than (3) times, has a fever over 100 degrees, or is vomiting. The child will be isolated in an area of the school away from other children until the parent arrives.

If children are exposed to contagious disease(s), such as chicken pox, or strep throat, outside of Childhaven, you must notify the center immediately. A child who has been ill with a contagious disease may not return until he/she has been on antibiotics and fever free for at least 24 hours. If the child returns and need medication, the medication log must be filled out by the parent and an employee of Ehmke’s will administer the medication according to the label on the container. The medication must be in the original container and labeled with the child’s name. The directions for administration of the medication must be clearly printed. This policy is strictly enforced because of the state licensing regulations and for the safety of the child. Childhaven will NOT administer the first dose of a medication. If medication needs to be given by a device, such as a breathing machine staff will need to be shown how to use the machine when you bring it in.

Labeling Items Brought to School

Childhaven requires that everything brought to school be labeled with the child’s name. This includes coats, hats, gloves, scarves, sweatshirts and blankets. This helps the staff know whose item is whose, when so many look alike. If a staff member finds an item without a name we will put a name on it in permanent marker. Ehmke’s Childhaven Preschool is not liable for lost or stolen items.

Late Pick Up

Ehmke’s Childhaven Preschool’s hours are 6:30 a.m. to 6:00 p.m. There will be a \$25.00 late fee for every ten (10) minutes past 6:00 p.m. my child is here. This will automatically be charged to my child’s bill. If my child (ren) are not picked up at closing time and all attempts have been made to contact me and all other emergency contacts listed on the “Emergency card,” at 6:30 p.m. Child Protective Services and the Show Low Police Department will be notified.

Meals, Meal Time and Snacks from Home

Please read the menu that is posted in the office each week. If your child does not like what we are serving, please pack the child a lunch. Meal times are as follows:
Breakfast 8:00 – 9:00 Lunch 11:00 – 12:00 Snack 2:00 – 4:00
Children at our center during these times may eat. If you will be arriving late, but before the meal time is over, please call ahead so we can save a plate. If you arrive late, even if you have called, you must provide the lunch. If you send you child a lunch, we will let him/her eat the meal at the appropriate time. They must be healthy foods and include a main course and a fruit or vegetable. We will provide the milk if you wish. IF your child has allergies, arrangements will be made for alternate foods. If your child wishes to bring a food item to share with his/her class there must be enough for the whole class. State regulations require that only commercially prepared food may be brought. Give the food items to the teacher and she will pass them out at the appropriate time. **No other food is allowed at Childhaven and please do not ever send gum.**

Notification of Illness, Vacation or Unenrollment

Please notify Childhaven any time your child (ren) is ill, you are going on vacation or are going to be gone for an extended period of time. IF you no longer need care, please give us a two-week notice. Any balance that is outstanding will need to be paid on the child’s last day. Any tuition will be refunded if two week notice is given. If we have not heard from you and your child (ren) have not been in attendance for two weeks, we will disenroll your child and fill their spot. You will also be charged the registration fee again should your child re-enroll.

Payment and Check Policy

Payments are due one month or two weeks in advance unless arrangements have been made with the Director. Please see the rate schedule to determine the amount you will be charged. There will be a \$20.00 charge every time a payment is late. . If you balance is more than two weeks past due you must bring it current before your child can return to Childhaven. If I participate in any government subsidy program, the balance that is not paid by the agency is my full responsibility with the same rules applying. If my check is returned to Ehmke’s Childhaven a \$25.00 non-sufficient fund (N.S.F.) processing fee will be charged to my account. This fee will be charged each time a check is returned. If more than two checks are returned in any one calendar year, I may be required to make all future payments in some other form. We accept cash, checks, money orders, Visa, MasterCard, Discover or debit cards. If any unpaid balance is sent to collections you will be responsible for all fees from the collection agency (up to 45% of amount submitted) as well as the amount of the unpaid balance.

Pesticide Spray

Anytime Childhaven needs to apply a pesticide you will be notified in writing 48 hrs in advance.

Photo Release / Social Media

From time to time, we will photograph your child (ren) when they engage in special activities, during special events, or when they are just being cute!!! You are giving us your permission to display your child’s photos in the classroom by signing the back page of this handbook. If you do not want your child photographed please see Ms. Eve and you will be asked to sign a form that will be kept in your child’s file. This authorization also extends to distribution of the photos to you and other families in the center. We ask that you DO NOT post pictures of children other than your own on social media pages. This is for their privacy.

Registration Fee – See tuition and Fees Agreement

School Age Bus Rules

To ensure the safety of your child, and to be able to know where your child is at all times we have the following rules:

If your child will be dropped off after school by any school bus, you **MUST** notify us of your child's schedule. If the schedule changes you **MUST** notify us each time there is a change. This must be done in writing before 3:00 pm. **FAILURE TO DO SO WILL RESULT IN A CHARGE OF \$20.00 TO YOUR ACCOUNT PER OCCURRENCE!!!** The charge is so stiff because this is for the safety of your child. We **MUST** know if they are getting off the bus or needing to be picked up. If your school age child is new to the center, you **MUST** bring them by prior to their first day so they may meet the teachers. This must be done between 4-6 p.m. M-F. This will ensure that our staff knows what your child looks like prior to them getting off the bus for the first time. If you pick them up off the bus and we do not know you, you will be asked to show ID and sign them out. You will not be charged for that day.

School – Age Tuition

School age children (K-sixth grade) are welcome for full days when regularly scheduled public school is not in session. Tuition charges will be adjusted accordingly (Contact the school for details.) Extra activity fees may be charged during the summer months.

Snow Days

We will remain open whenever possible. However, if the storm is heavy overnight or the previous day and we feel it is unsafe we will announce the closure on our voice mail and on the radio stations along with all the other schools. **Please listen to 92.5 F.M. or 101.7 F.M.** If the weather becomes treacherous during the day and we decide to close early you will be notified by phone to have your child picked up within 1 hour. This may include an extreme thunderstorm.

Special Needs Children & Screening/Referral

Childhaven does accept children with a wide range of special needs. If your child does have special need, please talk with the teachers as well as the director to ensure that everyone is "on the same page" so we can provide the best possible care to your child. Should staff become concerned about the behaviors or physical issues with your child, we will come to you and recommend that your child be seen by their pediatrician or assist you in obtaining the necessary referrals.

Toileting and Diaper Changing Procedures

If your child is in diapers, please send at least (4-5) per day, wipes and a change of clothes. The teacher will make your child a cubby for his/her diapers, wipes and clothing. The state requires that we use only what you provide. We check and/or change the children every one and a half (1 ½) hours. A log is posted by the changing table that documents when each child is changed. When you are ready to begin toilet training, please speak with your child's teacher so we can be a team together. We want your child to be "successful" as much as you do! Please know that once you start toilet training, it is harmful to the child to then go back to diapers.

Toys from Home

Please leave all toys from home at home! We have a wide variety of choices for the children and the teachers always have many activities planned. We have found that toys from home cause many problems and often end up lost or damaged. If a child has brought a toy it will be taken away and given back at the end of the day. Childhaven is not responsible for lost or damaged toys from home.

Transition

Our recommendations for your child's first day are included under the first day section. When we get ready to transition your child to the next class we will do so gradually and only if they are ready. You will be notified of our intentions and a date in which we wish to move your child. When your child is ready to transition to kindergarten we highly recommend that you take your child with you when you enroll them so they will know what their new school looks like.

Transportation

Childhaven is a designated bus stop on the Sequoia Village School and Show Low Public Schools' bus route. Children from Sequoia Village and Whipple Ranch are picked up from and delivered to Childhaven. The safety of the children riding the Sequoia Village School and Show Low Public School buses is the responsibility of the School District. Childhaven personnel are responsible for the safety of the children enrolled at Childhaven while they are boarding or un-boarding the school bus at our center.

Unenrolling A Child

In the situation where a child is unable to function within the environment at Ehmke's Childhaven and/or demonstrates a threat to the safety and learning environment of him/herself and other children or staff, Ehmke's Childhaven Preschool reserves the right to unenroll the child, call the parents and release the child (ren) to the parent/guardian. Every effort will be made by working with the family to try to help the child function in our environment. If the situation cannot be resolved, a five business day notice will be given to parents that need to find alternative care. No refunds will be given for unused tuition.

Updating Information

Parents/guardians are required to notify Childhaven personnel of any changes in address, telephone numbers, doctor, emergency contacts, and immunizations. This is part of the Department of Health Services regulations and is required to be current at all times. It is a matter of safety and well-being for all children. You will be required to fill out a new form each year.

WIC: The Special Supplemental Nutrition Program for Women, Infants and Children

WIC is a federal program providing food, nutrition counseling and access to health services to low-income women who are pregnant or postpartum and infants and children up to age 5. Participants must meet income guidelines, prove state residency and be determined to be at "nutritional risk" by a WIC health professional. Call 1-800-252-5942 to learn more.

Kids Care: Low or no cost Medical, Dental, and Vision Care

Kids Care is Arizona's health insurance for children under 19. Children age 18 and younger can get medical, dental and vision services – all three services combined in one simple plan. Participants must meet income guidelines, prove state residency and be able to pay small co-pay based on income and family size. Call 1-877-764-5437 for more information.

Smoke Free Campus

Ehmke's Childhaven Preschool is a smoke free campus. Please refrain from smoking while on the property. This is for the health of the children, other families and staff.

PARENT HANDBOOK SIGNATURE PAGE AND ENROLLMENT AGREEMENT
PLEASE SIGN AND RETURN THIS PAGE AS SOON AS POSSIBLE

I, THE UNDERSIGNED, HAVE READ AND UNDERSTAND ALL THE POLICIES AND PROCEDURES IN THE EHMKE'S CHILDHAVEN PRESCHOOL PARENT HANDBOOK. IT IS MY RESPONSIBILITY TO RECALL AND ABIDE BY THEM. I UNDERSTAND THAT THE POLICIES WILL BE ENFORCED AND THAT IF ADDITIONAL CHARGES ARE APPLIED TO MY ACCOUNT IT WILL BE AUTOMATICLY DONE SO. IF A NEW POLICY IS INTRODUCED, EHMKE'S CHILDHAVEN WILL NOTIFY ME IN WRITING.

PARENT/GUARDIAN SIGNATURE _____ DATE _____

PARENT/GUARDIAN SIGNATURE _____ DATE _____

HOW DID YOU HEAR ABOUT US? WORD OF MOUTH ___ WEBSITE ___ INTERNET SEARCH ___
FRIEND ___ PHONE BOOK ___

E-MAIL ADDRESS _____

ENROLLMENT AGREEMENT

DATE OF ENROLLMENT _____

Child's Name: _____ DOB: ___/___/___

Child's Name: _____ DOB: ___/___/___

Child's Name: _____ DOB: ___/___/___

Child's Name: _____ DOB: ___/___/___

Mother/Guardian's Full Name: _____

Father/Guardian's Full Name: _____

Mother/Guardian's Social Security Number: _____ - _____ - _____

Father/Guardian's Social Security Number: _____ - _____ - _____

Child (ren) primarily live(s) with: Mother ___ Father ___ Both ___ Guardian ___

Social security numbers are required in case of non-payment. All information is kept confidential and not released to anyone outside the center unless we need to turn your account over to collections.

Days in Attendance

Full Days: M T W Th F

Half Days: M T W Th F

A.M. or P.M.

CHILD (REN) IN FOSTER CARE

If you are enrolling a child (ren) and you are the foster parent, please complete the following information:

Child (ren)'s Case Worker: _____ Reason for placement: _____

Is the removal: Permanent ___ Temporary ___ Are there siblings? Yes ___ No ___ if yes, are they in the same foster home? Yes ___ No ___