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Welcome!

It is our great pleasure to welcome you to The Potter's House Child Development Center! ☺ We trust that your experience with our program will be a great one...we promise to work hard, plan well, train regularly, and pray often to make sure that we meet, and hopefully exceed, your expectations. My staff and I look forward to becoming well acquainted with you and your child, so please accept our invitation to contact us at your convenience, or stop in the office for a visit, with any questions or concerns whatsoever.

*Purpose

On August 29, 1994, we celebrated our very first day of operation, and the purpose of our program has remained consistently intact. **The Potter's House Child Development Center purposes to share the gospel of Jesus Christ and to positively impact our community. We intend to accomplish this goal by providing high quality child care and an excellent academic program within a compassionate Christian environment at a competitive cost to the families we serve.**

As a ministry of The Princeton Pike Church of God, our program is supported by the senior pastor, his pastoral staff, and the deacon board. The church joins our staff in praying that you and your family will know the fullness of God's love by salvation through Jesus Christ, and to experience His joy, protection, provision, and His purpose and plan for your life. The many worship, training, and counseling opportunities available through the church are extended to you. Please contact the office if you are interested in visiting or exploring these options. We will be happy to provide additional information and direction in order to personally assist you.

*Our philosophy... "The Potter's House"... what does *that* mean?

In the Old Testament of the Bible, in the book of Jeremiah, chapter 18, verses 3-6, a story is related concerning Jeremiah's personal experience. *"So I went down to the potter's house, and I saw him working at the wheel...Then the word of the Lord came to me: "Oh house of Israel, can I not do with you as this potter does?" Declares the Lord, like clay in the hand of the potter, so are you in my hand."*

The most current, documented, scientific information available confirms that the lives of adults are significantly impacted by the earliest experiences and environments of childhood. As a staff, we firmly believe that you, **the parents, are the most important and influential people in your child's life!** *Our goal is to partner with you...not to "take over" for you during the daytime working or preschool hours...but to become an extension of your family.* **We support you!** We provide safe, nurturing, and appropriately motivating learning environments with compassionate, involved caregivers, allowing the opportunity for children to be *molded and shaped* into the full potential of what God intended!

Your child's young life can be compared to the lump of clay to which reference was made in the scripture. Think about it. Your child has a unique personality and temperament, with amusing little quirks that make him/her special and fun, and indescribably precious to you. He/she also has talents, abilities, and aptitudes that need and deserve to be recognized, explored, and developed. *As we partner together, being involved with and supporting the developmental process, the molding and shaping occurs, and your child becomes the masterpiece God intended!* Hence, the name 'The Potter's House,' a place where wonderful molding and shaping can take place, and your child's God-given potential is fully developed!

*Jesus...the perfect example

In the book of Luke, found in the New Testament of the Bible, we find the ideal portrait of successful child development. Luke chapter 2, verse 52, concludes an incident from Jesus' young life as a twelve year old boy. It reads: **"And Jesus increased in wisdom and stature, and in favor with God and man."**

We observe from this passage that Jesus experienced development of the *whole child*, and that is what precedes becoming a *whole adult*! This is imperative to a meaningful, healthy life experience. (All good parents want *that* for their children.) Consider that children who are

malnourished are certainly deprived of physical development. Children who do not receive the love and attention of a dependable parent/caregiver are deprived of positive emotional development. Children who are not provided the opportunity to play with other boys and girls, learning to share and cooperate, can lack social development.

At the Potter's House, our curriculum is planned to include appropriate developmental activities to stimulate the growth of the *whole child*. The State of Ohio Early Learning Standards is used to provide the framework and direction of the academic curriculum. Copies of the Learning Standards are available upon request – we'd love our parents to familiarize themselves with the concepts! The Count on Math curriculum and Alphatales literacy program are implemented in the preschool routine, and the Ages and Stages system is available during every school year to assess developmental progress. Meeting the needs of the whole child includes the following areas of personhood, as reflected in the scripture reference above:

<u>Area of Development</u>	<u>Scriptural Correlation of Luke 2:52</u>
<i>Intellect</i>	<i>Wisdom</i>
<i>Physical</i>	<i>Stature</i>
<i>Social and Emotional</i>	<i>Favor with man</i>
<i>Spiritual</i>	<i>Favor with God</i>

***Count on Math**

Math builds on itself, and children take what they learn from one concept and apply it to the next. Opportunities to practice math skills in an appropriate developmental sequence allow children to build solid conceptual understandings. This curriculum provides natural transitions from one concept to the next, preventing gaps in the understanding. The Count On Math curriculum was selected because it is developmentally sequenced, provides meaningful contexts to motivate young learners, includes hands-on concrete, fun opportunities to experiment with and process new concepts, and ensures that the rules and concepts children learn will hold true through future higher level math. Our goal – to build successful math enthusiasts!

***Alphatales Literacy**

Two powerful indicators of early reading success are alphabet recognition (knowing the names of the letters and the sounds they represent) and phonemic awareness (understanding that a word is made up of a series of distinct sounds.) The Alphatales series is designed to help our students develop these important skills. Research shows that students who can recognize letters with both accuracy and speed have an easier time learning the sounds associated with the letters in comparison to children who are still struggling to recognize the individual alphabet letters. Alphatales will help children learn letter sequence, associate letters with sounds, build phonemic awareness skills, and build vocabulary and word knowledge. Three year olds will enjoy a specific activity paper each week along with other fun projects, and four/five year olds will have the activity paper and an actual copy of the letter book we're reading that week to take home and keep. These copies provide excellent reading material and "practice" for later early reading. At the end of the school year, they will have all 26 Alphatales mini-books for their collection – a sweet keepsake! In addition, attached to this book will be a paper bag so that an item from home that begins with that particular letter can be placed in it and returned to school for sharing time. (Example: for letter A, the Alice the Alligator mini-book will be sent home to read with the family. An object from the home that begins with A and fits in the bag can be brought back to school to show friends at circle time.) What fun this is for all the children – they are fascinated to see what their friends bring from home, and while enjoying this activity throughout the week, the children are actively learning and reviewing the letter and the sounds it makes. Our goal – to build successful future (and avid) readers!

***ASQ:SE and ASQ:3**

If parents/teachers have any concerns about a child's development, they can partner in the ASQ assessments. The ASQ screening tool was selected due to its widespread use and

recognition (many pediatricians use it!) and the fact that parents can participate in the process as well. Best possible opportunities for children's development. The purpose of this assessment for children is to identify any potential developmental needs as early as possible, so that appropriate and effective supports can be put in place. Early intervention can be the key to the successful future of a child! The ASQ:SE and ASQ:3 is research based, highly rated, and can be administered at any time for children 6 weeks- six years. It is fast and easy to score, is the most diverse standardization sample, educates families, and reveals a child's strengths as well as concerns. Whew! This tool covers a lot of territory. The ASQ:3 portion identifies developmental delays and strengths, and the ASQ:SE segment addresses social/emotional development.

Thank you for taking the time to familiarize yourself with the vision and philosophy of The Potter's House program. My staff and I consider it a great honor and joy to invest in the lives of young children each day. We commit ourselves to persistently and tirelessly work to increase the level of excellence and effectiveness of our childcare program to benefit your family.

Serving His Children,

Jennifer Andrews
Administrative Director, The Potter's House CDC

I. Center Program Information

Rule 5101:2-12-30 OAC

***Contact Us**

The Potter's House Child Development Center
6101 Princeton Glendale Road, Liberty Township, Ohio 45011
Phone: 513-785-2855
Fax: 513-785-2857
Email: info@pottershousedc.com
Facebook.com "The Potter's House Child Development Center"

***Days and Hours of Operation**

The Potter's House Child Development Center is open Monday through Friday, from 6:30 a.m. to 6:00 p.m., for all full time infants, toddlers, pre-school and school age children.

***Holiday Policy**

The Potter's House will close on the following holidays, and regular weekly tuition is due:

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

Each classroom will celebrate special holidays with a party. Parents can sign the posters for each classroom to donate goodies. *Please be aware that The Potter's House is a peanut – free facility, due to the high number of children and staff who have life threatening peanut allergies.* Teachers may request participation by one or two parents, depending on class size and needs. The Potter's House prefers to limit the number of adults in the classrooms to avoid the congestion and the relative confusion that can occur when there are too many changes taking place in the daily routine. Please note that if parents are assisting during parties or special activities, siblings are not permitted to attend, as ratios and room capacities become compromised.

***Sample Daily Program Schedules**

Infants

- 6:30 Welcome
- 8:00 Potter's House breakfast served
- 8:30 Free Play (caregiver involvement including physical development activities, reading and music activities, finger plays, games, using simple sign language, "walks" indoors or outdoors, and exploring toys and space.)
- 10:00 Interest areas
- 11:30 Lunch time
- 12:30 Interest areas
- 2:00 Rest time
- 3:30 Afternoon snack
- 4:30 Interest areas
- 6:00 Time to go home!

**Please note that the infant program is highly individualized and developed through cooperation with caregivers and parents, and is adapted daily to the child's individual needs and development. Diaper checking occurs repeatedly throughout the day.*

12-24 months

- 6:30 Good morning! All friends are greeted in the Middle Room until caregivers arrive to take Children to individual classes.
- 8:00 Breakfast for ages 1 year and up. Infants eat and sleep on their own schedule.
- 9:30 Circle Time (finger plays, songs, theme introductions, reading, singing, etc.)
- 10:00 Activity (hands on activities, crafts, manipulatives)
- 10:30 Gym or Outside time
- 11:00 Interest areas and getting ready for lunch (potty, washing hands, etc.)
- 11:30 Lunch
- 12:30 Nap
- 2:45 Wake-up time
- 3:00 Bathroom breaks and snack time in classrooms (yum!)
- 3:30 Depending on weather: Outdoor play, weather permitting. Inside play: center play in rooms, extending morning curriculum into afternoon activities.
- 5:15 Group games, circle time, learning centers, as parents arrive at end of day
- 6:00 Potter's Houses closes...goodnight, friends, till the next school day!

***Staff: Child Ratios**

Remember, for safety reasons, each child must be escorted to our caregivers by a parent or parent-appointed adult. We are licensed to provide care for the following numbers of children in each age category, based on the size and layout of our rooms, and our commitment to the Step Up to Quality Program:

<u>Age of Children</u>	<u>Ratio of Staff to Children</u>
Infants (6wks. – 1yr.)	1:5 or 2:12 (maximum group size)
Toddlers (1-1 ½)	1:6
2 year olds	1:7
2 ½ year olds	1:8
3 year olds	1:12
4 year olds	1:14
5 year olds, not entered school	1:14
School age	1:18

The maximum group size will not exceed twice the number of children allowed per childcare staff member.

***Personal Concern Policy**

The Director welcomes you to freely discuss any matter of concern involving your child or The Potter's House program. It is the position of the Director to maintain an unbiased, objective stance, in order to best protect our families and children, the staff, and the center itself. Because we strive for excellence, the Director is open to discovering new areas in which we can grow. Your willingness to communicate your personal insights will allow us that privilege. Should you encounter any concern or problem related to the program, please contact the Director, who will make time to meet with you, will listen thoroughly and investigate the maintaining of a positive attitude for the benefit of the children we serve. We must all remain teachable and willing to grow from our daily experiences. Communication with a positive goal in mind will allow us to solve problems and concerns, maintain relationships, and move forward with deepened trust.

Please understand that, because of the nature of our business, it is imperative that parents always maintain a professional demeanor while on the premises. As adults, we partner to role model for our children how to appropriately handle conflict. Should a parent be angry or upset for any reason, whether it be personal in nature or directed to another child's behavior, a staff member, or the program itself, it is still necessary to use self control and to choose an appropriate response instead of an immediate, emotional reaction. An angry adult with a loud voice can frighten children. Also, if you are concerned that another child has hurt your child in any way, please refrain from attempting to handle the situation yourself. *It is never a parent's place to address someone else's child.* Each child's parent pays The Potter's House to handle these situations, and our staff is trained to do so appropriately. It may be helpful to remember that, as a parent, you would probably not appreciate another parent taking the authority to correct your child.

The Director reserves the right to withdraw a family from the program or to prohibit a particular person or persons from access to the facility in the event that the person(s) representing the family frightens/disturbs/ or causes stress or conflict for children/families/staff, dishonors the program by complaining about personal dissatisfactions related to policy or procedure, or disrupts the daily functions of the program in any way by acting outside this established policy.

***Participation Policy**

All parents are welcome to visit our program at any time of the day, and are welcome to stay as long as they like. Please report to the office first, and inform us of your intention to visit. Beware...our teachers will probably involve you in our activities, putting you to work, but don't worry, it just makes the day more fun for everyone in the group, including you! ☺ The following list notes some of the special opportunities available to parents that allow our staff and parents to become partners in fun, meaningful ways.

- *Open House
- *Special Parent Participation Nights
- *Party days
- *Special Guest days
- *Early literacy, child development and special training classes
- *Preparation projects for special events

***Sharing Contact Information among Parents**

The Potter's House suggests that parents use the "mailboxes" of the children, located in each classroom, to communicate with other parents. Often, families desire to contact one another to schedule play dates, to invite friends to birthday parties, etc. Should a parent prefer

telephone numbers of other parents, The Potter's House will refer to the family's enrollment forms, which provides parents the opportunity to either give or refuse permission for our center to share contact information. If necessary, the office staff will mediate to assist in connecting families.

II. Guidance and Management Policy

Rule 5101:2-12-22 OAC

Please note that the specifications of Ohio State licensing rule #22 apply to all employees of the center. Because of the importance of this rule to the well being of the children, The Potter's House chooses to include the rule in its entirety in this section of the handbook.

5101:2-12-22 Child Guidance and Management Licensing Rule

- A. Staff responsibility: child care staff members assigned to supervise a child or group of children shall be responsible for their guidance and management.
- B. Managing behavior: when children's behavior is unacceptable, the child care staff member shall:
 - 1. Use developmentally appropriate techniques suitable to the children's ages and the circumstances;
 - 2. Use developmentally appropriate separation from the situation only as necessary;
 - 3. Communicate and consult with parents or guardians in implementing any specific behavior management plan. This plan must be consistent with the requirements of this rule.
- C. When children's behavior is unacceptable, the child care staff member shall not:
 - 1. Abuse or neglect children;
 - 2. Utilize cruel, harsh, unusual, or extreme techniques;
 - 3. Utilize any form of corporal punishment; Delegate children to manage or discipline other children;
 - 4. Delegate children to manage or discipline other children;
 - 5. Use physical restraints on a child;
 - 6. Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
 - 7. Place children in a locked room or confine children in any enclosed area;
 - 8. Confine children to equipment such as cribs or high chairs;
 - 9. Humiliate, threaten or frighten children;
 - 10. Subject children to profane language or verbal abuse;
 - 11. Make derogatory or sarcastic remarks about children or their families;
 - 12. Punish children for failure to eat or sleep for toileting accidents;
 - 13. Withhold any food (including snacks or treats), rest, or toilet use;
 - 14. Punish an entire group of children due to the unacceptable behavior of one or a few.
 - 15. Isolate and restrict children from all activities for an extended period of time.

***Guidance and Management Policy**

The Potter's House is pleased to enroll children and continue support to those who are willing and able to function and cooperate with caregivers and peers in a safe, acceptable, and age/developmentally appropriate manner. Involvement and partnership with parents is a primary goal of our program, since the consistency between home and the center is vital to the child's continuing social and emotional development...which affects all other areas of learning! As a matter of fact, the social/emotional aspects of a child's development are essential for higher academic learning to take place, so the preschool years are critical for establishing skills that will promote a successful kindergarten experience. Specific guidance and management techniques include:

1. Simple, positive, logical rules that promote a safe, healthy environment. Example: We walk in the hallways.
2. Reminders as needed...children become involved in their work and play and need the extra help of a reminder! Example: Remember that we always wash our hands with soap and water after using the bathroom.
3. Redirection as needed...this is especially effective and necessary for our youngest friends.
4. Caregiver intervention and coaching, for children who need support as they learn to use words to problem solve. Example: A caregiver may assist a child in making an apology for hurting a friend, or negotiating playtime for a particular toy, etc.
5. Using creative variations of the "time out" to provide genuine training in appropriate behavior. Examples include: "cool down" time for a child whose current energy level is causing problems within the group, even if the behavior is not purposeful. (Accidentally hurting friends and knocking down blocks because of excessive, uncontrolled energy.) *"Think- it- over- chair" or "better choice chair" allows the child a few quiet moments to reflect on a particular action, and to determine a "better choice" for future situations. (Instead of hurting a friend over a disagreement, a child can use words to talk to his friend, and an adult can coach the child through this experience if needed.) *"Talk it over chairs" allow two or more children to talk about their disagreement and how to solve it.
6. In the event that a child is having repetitive problems in an area, and especially if the child's behavior presents an unsafe environment for the rest of the group, or is purposely disrespectful to a caregiver in a manner that causes apprehension or alarm, he may be removed from the group and brought to the office to regain self control and talk with the Director. The Director will provide support at that point, and may contact a parent by letter or phone, whichever seems most appropriate. When necessary, the care giving staff, Director, and parent will develop plans of action to support a child who shows a behavioral need. Creative suggestions are welcomed by all involved, especially by the parents, and every attempt will be made to assist the child in this area. The Potter's House anticipates and welcomes parental support and is aware that it is vital to helping a child develop self control and make good choices.
7. Referrals will be made by the director in the event that a child shows signs of needing professional assessment and/or intervention in any area of the child's development. Communication and cooperation among professionals, the parents, and The Potter's House is considered a priority for the well-being of the child and to support the child's future success.
8. In the event that all creative efforts by staff, director, and parents is ineffective and/or exhausted, and/or if a child's behavior in the program presents a continuing unsafe or disruptive environment for the other children, caregivers, or daily routine, a child may be withdrawn from the program. *Examples: a child who is repeatedly violent with children or caregivers, a child who repeatedly runs from the group, etc. (See Withdrawal Policy...)*

III. Supervision of Children:

Rule 5101:2-12-20

***Arrival and Release of Children**

All children will be supervised at all times, including during the arrival and departure times with parents and guardians. Children must be checked in and out each day at the electronic, wall-mounted touchpads by a parent, guardian, or responsible adult, (sixteen years or older) per the licensing rules of the State of Ohio.

*The infant/toddler screen touchpad is available in the nursery entrance.

All children must be physically escorted into the building and released to a Potter's House staff member by an adult. The individuals who escort the children to the caregivers and

those to whom children are released are responsible for ensuring that the child care giver has been made aware that the child has arrived for the day or is leaving for the day. Children will be released only to those persons whose names appear on the Release/Pickup Form, completed by the parent/guardian at time of enrollment (the pink form.) Parents can permit others to use the assigned keyless entry code in order to pick up their child, but identification with a photo ID (driver's license preferred) will be required of these persons upon arrival to take the child from the center. If a parent prefers to keep the code private, the person assigned to pick up a child can simply ring the white doorbell at the keyless entry, and a staff member will escort the person into the facility. The person must be included on the permission list of the Release Form, and if they are not already included on the Release list, the parent must contact the office to give permission for that person to pick up their child. Once a relationship has been established by the repetition of releasing the child to the approved people on the Release Form, the photo ID check will no longer be necessary. *The Potter's House policy respectfully requests that the parent/guardian inform the staff in writing or by phone if anyone other than the typical pick up person(s) will be arriving for the child that day.*

The Potter's House staff will carry, throughout the day, the attendance sheets corresponding to their assigned group of children. As a child departs from the center, a diagonal line will be drawn through the checkmark initially placed in the appropriate square designating the child's presence at the center for the day. This will create an obvious "x" in the box, whether a.m. or p.m. In this manner, caregivers will always be aware of precisely which children have departed for the day, and which children remain within our care.

This system is used to assist our staff, particularly in a potential emergency situation. For instance, during a fire alarm, the children and staff are trained to leave the building in an orderly fashion. Once they arrive safely outside, the staff checks the attendance to be sure everyone is accounted for. In the busy-ness and excitement that can accompany this procedure, our attendance sheet will show the caregiver precisely which children are present, absent, and already departed for the day, which ensures the safety of these precious boys and girls.

***Custody Agreements**

If parents are separated or divorced, the child will be permitted to leave the school with either parent, unless copies of appropriate legal court documentation limiting access to a parent have been submitted to, and are on file, in the office. The Potter's House will uphold all court decrees in relation to the child and visitation process. *Upon entering the center, the non-custodial parent or guardian shall notify the director or assistant of their presence, per the childcare licensing rules of the State of Ohio.* All information will be held confidential. It is our desire to operate in a manner that respects all family members, even in tenuous situations. It is our policy to remain neutral in these matters, working to support parents and make the child's well-being, comfort, and safety our primary concern.

***Absentee Policy**

A child's absence should always be reported to the office. Reported illnesses will be documented on the white board in the office hallway, near the Communicable Disease Chart for the convenience of our families.

***Inclement Weather and Possible Closings**

The Potter's House Child Development Center purposes to be available to our families on all scheduled days. However, in the event of seriously dangerous weather, or a safety problem with our building, it is possible that we might delay our opening or close our program for the day. In this event, please take note of these ways you can determine if our services are available:

*if you have completed and returned the One Call Now form included in the enrollment packet, you will receive a phone call alerting you to the delay or closing details.

*check TV channel WKRC, Local 12, or the website of Local12.com for The Potter's House

news regarding delays or closings. Determinations of this kind will be made by 6:00 a.m. Please note that a delayed opening could result in an actual program closing later in the day, if severe weather dictates. Also, information posted via WKRC will appear under the alphabetical listing under "T" for "The Potter's House."

*our phone message will be changed in the event that our program will close or delay opening. Our phone number is 513-785-2855. In addition, should the weather become very dangerous during the day, it is respectfully requested that parents make arrangements for their children to be picked up early. We suggest a target time of 4:00 p.m. or to arrange for someone else, perhaps located locally, to pick up your child. This plan allows our parents who have a significant travelling distance to make it to the center before closing time. Please keep in mind that we are referring to dangerous weather in this context, not just a light dusting of snow. It has been our experience that when parents plan ahead in this situation, it prevents both parent and child from experiencing unfortunate events and stress. It can be genuinely traumatic for a parent to realize they have left work too late, and find him/herself stuck in traffic or on icy roads, and can't arrive at our center till 7 or 8:00. (It has happened!) The children become quite distressed as well, worrying about mom or dad on the roads. We encourage all our families to try to plan ahead to prevent these unpleasant circumstances. Regular weekly tuition is due in the event of these unusual circumstances, and The Potter's House sincerely regret's any inconvenience this may cause.

***Transition Policy**

In the event that a child shows accelerated development in comparison to the other children in the group, and the Director and caregiver believe that the child will benefit by receiving an increased challenge by placement with a more mature group, the parent will be contacted. The areas of accelerated development and the perceived benefits of transition will be explained. Upon written agreement from the parent, the child will undergo the transition phase into a new group. Please note that this event will take place only when space in the new group is available, and only if the child is emotionally and socially ready for a change of this nature.

The transition phase will be handled in a gradual manner, so that the child can be eased into the new setting, which is detailed in the transition agreement to be signed by the parent. During the first week, the child will be invited to spend a small amount of time (approximately 45 minutes initially) each day in his new class to become acquainted with the caregiver, the environment, and the new friends, with the time increasing over the period of a week. The caregiver, Director, and parent will track the child's responses to ensure that the child is adjusting positively. If, at the end of the week, the parent and child feel ready to make the move, the child will begin the following week as a permanent member of the new class. If additional transitional time is needed, then the transitional time will be continued through the following week. If the child shows signs of stress and lack of adjustment, the parents will be immediately informed, and upon agreement, the transition process will be brought to a halt until a more appropriate time in the future.

IV. Food

Rule 5101:2-12-39 OAC

***Meals**

The Potter's House is proud of our excellent food program! All meals meet or exceed state requirements for quality, amounts, and nutrition, and they are delicious! Please note that The Potter's House CDC is a peanut/nut free facility, due to the many life threatening allergies of children and staff in our care.

Approximate scheduled meal times are:

Breakfast	8:00
Lunch	11:30

Snack

3:00

The Potter's House requests that children do not bring sack lunches from home, unless it is specifically necessary for medical reasons. In that event, a plan of action and information from the physician will be necessary. All food allergies and sensitivities should be brought to our attention upon enrollment so that accommodations can be arranged via the state mandated Medical Care Plans.

Our program prohibits sack lunches simply because this meal is expected by the state of Ohio to provide a certain amount of daily health requirements. It has been our past experience that when one child brought a lunch from home, other children wanted to do that, too. Before we knew it, cans of soda, Twinkies and potato chips were flowing in abundance at our tables. (Yikes!) Also, we notice that consistently, children are very apt to try new foods while eating with their little friends here at The Potter's House. You can be assured that our staff is observant regarding the children and their mealtimes. We will contact you if there are any concerns whatsoever with your child's eating habits.

The Potter's House participates in the Child and Adult Care Food Program (CACFP,) which reimburses our center a percentage of the total food expenses. The purpose of the organization is to assist in providing a high quality food service for the boys and girls. One of the many requirements of the CACFP is that this non-discrimination clause is included in this handbook.

"The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing 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 employer."

For our nursery friends, parents and caregivers work together to wean little ones from a bottle by the end of the child's first year. Another "drinking transition" occurs once children are graduated to the preschool end of the facility, and at that time, sippy cups are no longer used. It is important to develop the skills needed to drink from a cup as a toddler/preschooler, and prolonged sippy cup use also presents health risks and dental concerns.

V. Procedures for Emergencies and Accidents

Rule 510:2-12-34 OAC

***General Emergency**

A general emergency is defined by the State of Ohio as any threat to the safety of children due to environmental situations or threats of violence; natural disasters such as fire, tornado, or flood, or loss of power, heat, or water.

In the event that an emergency situation occurs that calls for *indoor protection* in The Potter's House facility, infants and toddlers will be escorted to the Prayer Chapel. This large room has no direct exterior windows, and is conveniently located in the nursery portion of the building. Attendance sheets will be kept by caregivers at all times during the day in order to accurately account for all children. The Director will take the cordless phone and copies of all emergency forms, located in the attendance binders carried by caregivers at all times, to make appropriate calls to authorities and/or parents as needed. The One Call Now immediate

contact program will be utilized as needed to inform parents of emergency occurrences.

In the event that an emergency situation occurs that calls for *evacuation of the building*, all children will be escorted outdoors to the numbered rally points on the parking lot by caregivers, following instructions on the fire drill plan located at the entrance/door area of each room used for the care of children. Attendance sheets will be kept by all caregivers at all times' of the day in order to accurately account for all children. The Director will take the cordless phone and use the copies of all emergency transportation form, located in the binders carried by caregivers at all times, in order to make appropriate calls to authorities and/or parents as needed. Again, the One Call Now immediate contact program will be utilized as needed to inform parents of emergency occurrences.

In the event that an emergency situation calls for a *second facility*, all children will be escorted to the buses or vans and provisions will be made to evacuate the children to the Faith Community Missionary Church, 6558 Liberty-Fairfield Road, Liberty Township, OH, 45011. We have a reciprocal agreement with Pastor John Goss and the childcare center located there at his church. Communication to authorities and parents can be made at that time in a safe, protected environment. Again, attendance sheets will be kept by all caregivers throughout the day in order to accurately account for the children, and the One Call Now immediate contact program will be utilized as needed to inform parents of emergency occurrences in an efficient manner.

***Serious Incident, Injury, or Illness**

In the event that a child experiences a serious incident, injury, or illness that requires emergency medical treatment or professional consultation, or transportation for emergency treatment, the following actions will take place.

*The staff will assess the incident and call 911 if needed. First aid will be administered as the situation dictates.

*The parent will be contacted.

*If the child is transported to the hospital, a staff caregiver will accompany the child in the squad and stay with the child until the parent or guardian arrives at the location to assume responsibility.

*The emergency transportation form and incident report will travel with the caregiver.

***Incident/Injury Report**

An incident/injury report shall be completed by the childcare staff member in charge of the child's care when the following occur:

*an illness, accident or injury which requires first aid treatment

*a bump or blow to the head

*emergency transporting

*an unusual or unexpected event which jeopardizes the safety of children or staff, such as a child leaving the center unattended.

The caregiver will document the incident/injury on the day of occurrence, (for emergency transportation incidents – within 24 hours,) and will either give it to the parent/guardian personally or have it available in the child's mailbox. The parent will sign the form at the bottom of the page, and a copy of the form shall remain in the child's file for at least a year, keeping it available for review by the licensing specialist.

***Safety Policies**

Included here is a listing of the required ODJFS safety policies.

1. No child shall ever be left alone or unsupervised.
2. A caregiver shall greet each child upon arrival, as the child is escorted into the appropriate classroom by a parent, guardian, or parent appointed adult. Designated pickup persons must be recorded and on file in the Director's office. Identification will be required from anyone other than the known parent or guardian when the person is picking up a child. Arrangements for someone other than the usual pickup person

should be communicated to The Potter's House in writing. Proper identification will be required.

3. A telephone is available in the Director's office. There are 5 extension phones in the building.
4. An intercom system is in operation throughout operating hours and can be used to notify all staff immediately in the event of an emergency. A keyless entry system is installed to ensure that only authorized personnel and Potter's House families have access to the childcare program.
5. The program will have monthly fire drills and weather drills April-June.
*In case of fire, children in all classrooms will follow the procedures outlined in the Emergency Evacuation Plan. Each caregiver shall take his/her individual attendance sheet and copies of emergency forms, and count the children to be certain that all children are present. In case of a weather emergency, the children will take safety in the trinity rooms of 208, 209, and 210. Caregivers will take attendance sheets and copies of emergency forms to this destination, also.
6. In any emergency, a caregiver will stay with the child while another caregiver calls for help. If necessary, a parent will be contacted immediately after medical assistance has been called. The caregiver in charge will fill out an incident form if a child is injured or involved in some type of accident that causes injury. One copy of the form will be given to the parent, and the other copy will need a parent signature for the child's file.
7. The Director will follow the state requirement to report any suspicion of child abuse to the Children's Protective Service Agency.
8. Spray aerosols will not be used when children are present.
9. All caregivers will receive a written description of The Potter's House Child Development Center's safety policies before or upon employment.

VI. Management of Illness

Rule 5101:2-12-33 OAC

***Health and Emergency Procedures**

Parents will be contacted immediately if a child experiences an illness or accident that requires parent involvement. In the event that the child must be picked up, the parent must make arrangements to have the child removed from the center **within the hour of contact**. If necessary, first aid will be administered until the parent arrives. If a parent cannot be reached, the alternate "emergency numbers" from the Emergency Transportation Authorization Form (green!) will be used. Please be aware that our staff will cooperate with parents in the case of mild circumstances. However, in accordance with Ohio State Law, there are times when children must leave the center. The Communicable Disease Policy is printed in the following section for your convenience.

***Communicable Disease Policy**

The Potter's House CDC regularly trains staff in First Aid, Communicable Disease, CPR and Child Abuse Recognition. Careful hand washing is practiced by teachers and children to prevent the spread of disease. The following precautions are taken for children suspected of having a communicable disease.

1. Parents will be notified of the child's condition when any signs or symptoms of illness are noticed.
2. A child with any of the following signs or symptoms shall be discharged to his parent or guardian within the hour.
 - a. Diarrhea (3 or more abnormally loose stools within 24 hours)
 - b. Vomiting more than once or when accompanied by any other sign or symptom.
 - c. Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.

- d. Sore throat or difficulty swallowing.
 - e. Difficult or rapid breathing
 - f. Yellowish skin or eyes
 - g. Redness of the eye, obvious discharge, matted eyelashes, burning, itching;
 - h. Temperature of 100 degrees Fahrenheit by the auxiliary method when in combination with any other sign or symptom.
 - i. Untreated infected skin patches, unusual spots or rashes.
 - j. Unusually dark urine and or gray or white stool
 - k. Stiff neck with an elevated temperature
 - l. Evidence of head lice; scabies, or other parasitic infestations.
3. Isolation precautions: a child isolated due to suspected communicable disease shall be:
 - a. Within sight and hearing of an adult at all times.
 - b. Cared for in another room or a portion of a room away from the other children.
 - c. Provided with a cot and made comfortable. After use, the cot shall be disinfected with an appropriate germicide, or if soiled with blood, feces, vomitus or other body fluids, the cot shall be cleaned with soap and water and disinfected with an appropriate germicide.
 4. Preventive practices: the center shall implement the following practices for the management of communicable disease on a daily basis:
 - a. The center shall follow the current version of the JFS 08077 "Ohio Department of Health Communicable Disease Chart" for appropriate management of suspected illnesses. This chart is posted in the hallway near the entrance for viewing.
 - b. The center shall provide training for all staff in hand washing and disinfection procedures prior to working with the children.
 - c. The center shall release employees who have a communicable disease or who are unable to perform their duties due to illness.
 - d. The center shall notify parents, within the next day of center operations, when their child has been exposed to a communicable disease.
 5. The following procedures will be followed regarding the administration of medicine.
 - a. No medicine shall be given unless it is prescribed by a physician. The prescription medication must have the child's name, a current date, an exact dosage to be given to the child, specific number of daily doses, and how the medication should be administered.
 - b. Parents will complete an Administration of Medicine Form before any caregiver can give medication to the child, providing all pertinent information regarding dosage amounts, time of dispensation, pharmacy and Rx number, etc. The form must be completed and signed by the caregiver administering the medication to the child each time it is given, verifying date, dosage amount, and time dispensed.
 6. The Director will post a notice near the Communicable Disease Chart outside the office any time a child from the school has a communicable disease.
 7. A child who is mildly ill will be made comfortable and observed by a caregiver. Parents will be called if any of the above listed symptoms appear.
 8. The use of inhalers, nebulizers, or emergency medication for infants, preschool or school age children will be permitted if the physician provides written confirmation of the need along with guidance so that a written plan of action can be developed with the parent/guardian. The plan of action will be followed carefully and kept in the child's file. All medication and medical procedures will be dispensed under the supervision of a staff person. The Potter's House will agree to a medical/health related plan of action as long

as our program can reasonably provide such assistance safely to the child in need, and if it can be done without risk of neglect to the other children.

Please contact our office if your child is ill! We will post a notice near our Communicable Disease Chart (at our entrance area) to alert staff and parents of any contagious illnesses that may be prevalent. Your child's confidentiality will be protected, however. Example: Reported 12/12/12: One case chicken pox in Ms. Mary's class. The Communicable Disease Chart offers helpful information to parents about a wide variety of common childhood illnesses, including symptoms, incubation periods, etc., so please feel welcome to stop by and familiarize yourself with it. **Please be aware that a child who has shown signs of illness must be fever free, without the aid of medications, upon waking in the morning before returning to The Potter's House.** A fever is simply the evidence of the body's immune system trying to "burn up" the contagious germs that are making a person ill. Masking a child's fever by administering Tylenol or Motrin may help the ill child feel better and reduce a fever for a few hours, but unfortunately, that child is still infecting all the children within contact. The Potter's House staff is grateful to parents who show respect for the children of other families by keeping ill children home until the fever has subsided without medications.

***Administration of Medicine**

The staff will administer *physician prescribed medicine* or physician approved, over-the-counter medication, food supplements, or modified diets to a child when the following conditions are met:

- *The parent must submit a completed Administration of Medicine Form to the office. If physician approval is required by the licensing rules, then box #2 must be completed by the physician.
- *The medicine to be administered must be appropriately labeled and given to the office personnel, so that a Medical Care Plan can be developed if needed and training by the parent can be implemented.
- *All required forms, including Medical Care Plans and Enrollment forms, must be completed, signed, and uniform in instruction. Training by the parent and completion of all required paperwork is necessary prior to the administration of medication by the childcare center staff.

After the medicine is administered by a parent-trained staff member, the procedure will be recorded by signing and dating the back of the form. Medications will be kept in a specified Medical Care Plan file/box, or in the office refrigerator if necessary.

VII. Transportation of Children

Rule 5101:2-12-18

***Emergency Transportation**

In the event of an emergency requiring the transportation of the children, a school bus owned by the church will be used to take the children to the Just Like Home childcare center in Liberty Township per the general emergency plan. Transportation for field trips will be provided by the Princeton Pike owned buses, and will be driven by a person who has completed required staff paperwork, has a CDL, is included on the church's insurance plan, and who has taken the ODJFS Driver Training. All buses are inspected annually and will have state authorized documentation of approval to use the bus on file.

VIII. Swimming Policy

Rule 5101:2-12-17 OAC

Preschool children will enjoy water days during our summer session. The boys and girls consider water play a favorite activity, especially when the weather is nice and hot! Sprinklers and water toys will provide some cool relief and fun. No actual swimming pools will be used for this age group.

IX. Outdoor Play Policy and Dress Code

Rule 5101:2-12-14 OAC

Your child will be very busy every day as he/she learns about our world through the five senses. Wearing comfortable clothing will facilitate this learning in a positive way. We suggest that patent leather shoes and frilly dresses be saved for celebrations. To determine if your child is appropriately dressed, ask yourself this question: "Will I be upset if my child comes home with dirt, paint, or pudding on this outfit?" If the answer is yes, please change the clothes! However, our staff *will* do our best to keep your child presentable!

Please keep the following in mind as you prepare your child for school each day:

1. If the temperature is 32 degrees or higher, we will probably spend some time outdoors. Actually, all children in attendance at The Potter's House for four or more hours will spend some time outdoors each day, unless the weather is inclement. The Potter's House will not enforce this rule if it is *snowing, raining, sleeting, etc., or if wind gusts reach a hazardous m.p.h., or if the conditions of the play area are icy or wet, presenting a danger to the children.* In order to protect the children, no outdoor play will take place during the afternoons of smog, heat alert days or high allergy alert days, and the wind chill temperature will be used to determine outdoor play in the winter. So, dress for the weather each day...those mittens and hats can be so important! Please note that when outdoor conditions prevent the children from outdoor play, the gym will be utilized so that all children have plenty of large muscle activity.
2. All children should dress in clothing that allows them to maneuver independently in the bathroom. Outfits that have snaps up and down the legs, overalls with difficult buckles, body suits, etc. are simply inappropriate and can really frustrate a child who is in a hurry and does not want to be embarrassed by not "making it!"
3. Flip flops and open backed shoes are cute and cool in summer months, but we find they add to many a scraped knee or stubbed toe from tripping. To keep your child safe, please consider tennis shoes or strapped sandals. Our official policy, for safety reasons, is that only strapped or tied shoes are worn.

X. Required Information

JFS 01237

*The Potter's House is licensed to operate legally by ODJFS.

*The license is posted in the office above the Director's desk.

*The toll free number to ODJFS to report suspected violations of the child care rules is: 1-800-686-1851.

*The licensing laws and rules are available for review upon request. Hard copies are kept in the office, in the staff resource room, and in the nursery. The rules are also readily accessible online.

*The most current inspection results are available for review at the reception desk at the Potter's House main entrance in the file folder marked accordingly.

*The licensing record is available for review from ODJFS. The Bureau of Child Care and Development website is: <http://jfs.ohio.gov/cdc/childcare.stm>.

*It is unlawful to discriminate in the enrollment of children upon basis of race, color, religion, sex or national origin or disability in violation of ADA act of 1990, 104 STAT.32,42 U.S.C. 12101 et seq.

*The Director and each caregiver of any childcare center are required by law to report any suspicions of child abuse or neglect. In addition, should an adult seem obviously incapacitated to safely drive a child home due to apparent drug or alcohol effect, or any other reason, please be aware that every effort will be made to persuade the adult to remain in the office while another person on the Enrollment form is contacted. The proper authorities will be contacted if the child or adult is thought to be in danger. We want to keep all our families safe!

XI. Statement of Policies

***Enrollment**

The Potter's House enrolls children who are 6 weeks through 3 years in our nursery program, and children who are 3 years through the first grade in our preschool and schoolage program. All appropriately aged enrolled children will enjoy our developmentally appropriate learning programs during the morning session of the day. Before and after school care is available to the Liberty Early Childhood Center (for p.m. kindergarten programs). The Lakota School system provides transportation to and from The Potter's House each day that school is in session. The Potter's House welcomes all children regardless of race, color, national origin, creed, sex, age, religion, political beliefs, or disability.

Parents and children enrolling in the program must schedule an initial interview with the Director or the Co-Director. The "grand tour" of our facility will allow both parents and the child(ren) to meet a few friendly faces, gain an understanding of our philosophy and curriculum, as well as a familiarity with our daily schedule. Every childcare program has a personality of its own, and visiting is an essential component of determining the best program for a family. This interview also allows prospective families to ask questions about the program so that a wise and comfortable childcare decision can be made.

***Enrollment Procedures: Paperwork**

After the initial interview is completed and enrollment in the program is requested, the child will be placed in the appropriate classroom. The first day of attendance will be decided by the parents and director. It is requested that all mandatory paperwork be submitted prior to the first day, preferably a week in advance. *Please note that any child present in our facility without all forms completed will not be permitted to remain in our facility under our supervision.*

***First Day of School**

We request that you bring the following items with you to school on the first day to assure your child's comfort and to assist our caregivers. Also, please be sure that your child has arrived *no later than 9:30 a.m. for toddlers, so that the full curriculum can be enjoyed, or 9:00 a.m. if your full time child will be eating breakfast with us.* Children that arrive later in the day are often hesitant to join wholeheartedly, sensing that the others have already participated in experiences that have not included them. Also, we suggest hugs and kisses at the door of the classroom so that other activities are not disrupted. It is amazing how a parent's prolonged presence in the classroom can cause increase to a child's emotional reluctance to say goodbye, and can also affect the dynamics of the entire class of children.

Please bring on the first day:

1. Any paperwork that has not previously been received by the office.
2. A full change of seasonal clothing: shirt, pants, socks, and underwear (if potty trained) are recommended. Your child's caregiver will place these items in a zip lock plastic bag marked with your child's name so that the items will be available if needed. (We try to keep a supply of "extra" clothing, but often these items are not returned to us. Sometimes our supply is depleted, and having your child's extra clothing handy will allow him/her to feel comfortable in the event of an accident.) **Mark each item with your child's name in permanent marker**, so that our caregivers can store the items to use appropriately.

3. Diapers and wipes. A large supply is recommended. Teachers will let you know when they are running low so you can replenish.
4. A box of tissues for runny little noses
5. A box of wet wipes for quick cleanups
6. **A pillow, blanket, and small, soft toy for rest** time (per licensing infants under 12 cannot have anything in the crib with them, including a blanket. Sleep sacks are permitted), **with your child's name in permanent marker on all three, for full day students!** (Please help us with this policy, as it allows us to make sure each child is sleeping on the appropriate bedding, and that each similar toy is given to its rightful owner! ☺) The soft naptime toy must remain on the child's cot through the week, so be sure not to bring any heirloom blankets or soft toys that your child can't live without at home! Also, bedding will be sent home with you each Friday for laundering, and the cots will be cleaned and disinfected weekly.
7. Be sure to send weather-appropriate outerwear each day with your child, as we will spend some time outdoors daily, weather permitting. (See Outdoor Play Policy, in the next section.) **Please mark your child's outerwear with his/her name in permanent marker and take items home daily.** *Note: Often, the weather is more pleasant in the afternoons than mornings, and families will inadvertently leave jackets etc. here in the building because they are not needed – they forget the jacket is even here! The next morning, they realize the jacket is missing. Because the church has so many extracurricular events held after hours, we try to make sure all Potter's House items are accounted for, so they aren't accidentally lost or misplaced. Also, many times children own identical clothing! You will be amazed how placing your child's name on outerwear will help us to make sure any misplaced belongings are returned to the rightful owners.

***Toy Policy**

Each child is permitted to bring a soft toy each Monday for naptime for full time students. Please leave all other toys at home! We have *plenty* here. When children bring toys from home, they are often broken accidentally or lost, and that typically breaks little hearts! Also, when children bring toys, the children and their friends are easily preoccupied by them, and it becomes a distraction to the preschool program. When a parent does not help us enforce this policy, other children cannot understand why they are not allowed to bring toys, but another child appears to have permission. We suggest that you allow your child to take a toy in the car in the mornings if needed, but explain to the child that the toy must remain in the car. The Potter's House staff will not be held responsible for children's personal toys.

Occasionally, the program will designate a special day that allows a child to bring certain items from home, and all preschoolers have the opportunity to bring an item from home that begins with this week's letter as long as it fits in the baker's bag sent home from the teacher. Caregivers will anticipate this and work with the children so that all items are cared for properly. We suggest however, that you never send expensive items or cherished heirlooms...children are a bit too unpredictable to absolutely guarantee the safety of such treasures! The Potter's House appreciates your cooperation in making sure all the child's belongings are picked up and taken home at the end of the day. A good example is our bike days, held during our transportation theme weeks...be sure to take them home that night! The church uses this building nearly every evening for special functions, and we don't want any misunderstandings to cause you a loss of personal property.

***The Potter's House Policy of Developmental Readiness**

The Potter's House recognizes that, although we strive for excellence in every area, this does not mean that we are the answer for everyone's childcare needs. In the event that a child's needs are obviously not being met by our program, the parents will be contacted by the Director to discuss possible alternatives. Situations where this might apply include children who

do not show evidence of understanding that respect should be given to caregivers, children who create unsafe or hurtful situations for other children, or children with special needs that simply cannot be adequately met by our staff and schedule. Unfortunately, when a child routinely needs one-on-one attention, and the safety of the other children or adults is in jeopardy, we know there may be other options that will better prepare the child's developmental process. Support and referrals will be made whenever possible...we want the best for you and your family, and if we aren't the answer, we want to help you find one! (See related information in Withdrawal Policy.)

***Tuition**

The Potter's House uses Tuition Express, an electronic withdrawal/deposit system developed specifically to meet the needs of childcare centers. To establish the process, a simple form must be completed, and a blank voided check will be required to verify correct bank routing information. Once the information procedure is complete, weekly tuition will be withdrawn directly from the family's bank account and deposited into The Potter's House account. Tuition is due on the first day of the week of care. It is suggested that families plan to have the correct fees in the bank each Monday, although differing banks may delay the processing time. Some parents report that the tuition deduction shows on their accounts on other days. It is important to note that the tuition is always pre-programmed Thursday, the week prior to the actual billing week, for a Monday withdrawal. Therefore, any necessary changes (such as a request for a vacation week) must take place *before* the programming takes place. The electronic withdrawal system has been a blessing to our program and to our parents. It has eliminated the problems of returned checks, late fees, etc. and guarantees a smooth, fair, and detail-free collection process for both the families and the center. *Year-end statements for children who have withdrawn from the program will be mailed, faxed or emailed upon request.

Tuition Rates: Effective August 13, 2018

Infants/Toddlers (up to age 3) \$250.00/week

***Student Fees (non-refundable, due annually)**

Annual fee: \$80.00

Bottle Bands: \$13.00 (if applicable)

*Note: all supplies are provided by The Potters' House. Example: crayons, markers, paints, glue sticks, scissors, etc., are available for all children while on our premises.

***Family Tuition Discounts**

A 10% discount on the oldest (second, third, etc.) child will be given for families who have the first child enrolled Monday through Friday full time.

***Year-End Statements**

A year-end statement will be distributed via the children's mailboxes during the first week of each New Year. Year-end statements for withdrawn children will be mailed, faxed, or emailed upon request.

***Absentee Policy**

Because our program is required to provide caregivers, food, and materials for your child each day of enrolled attendance, we regret that we cannot afford allowances for absentee children. We apologize for any inconvenience this may cause. Regular weekly tuition is due even though your child may miss a day or two due to illness or other reasons.

***No-charge Vacation Policy**

Each family that has a child enrolled in our full time program, for the full year, is allotted *two weeks of vacation credit during the year, beginning at the end of August for the start of the new session and finishing at the close of the session, the following AUGUST.* (The vacation policy does not include our part time preschool policy which operates September-May.) **One week of vacation may be allotted to**

the actual school year, September 1 – May 31, and the second week may be allotted June 1-August 31. The vacation weeks can be used for any reason - a true vacation, an illness, etc.

However, the weeks must be used in full week increments, and cannot be divided into days. We hope that this policy will be helpful to your family. We apologize for any inconvenience should more than two weeks be required. The Potter's House is required to provide for staffing, materials, food, etc. for the children enrolled, regardless of the individual attendance needs of our families, so the expense is incurred for the program even when an enrolled child is absent. Vacation Request Forms are available at the receptionist's desk at the main entrance so that you can make our office aware of your plans. Simply complete the form and give it to the receptionist or the office two weeks prior to your scheduled vacation so the credit can be applied to your account. Also, in the event of unusual circumstances, we welcome your call, as special arrangements may be available. We understand that deaths in the family, surgeries, etc. can be a hardship, and we are pleased to work with you in any capacity possible.

***Late Fees**

All children must be picked up on time! We understand that weather, traffic, and other emergencies can delay your arrival, and we want to work with you in those circumstances. We appreciate the consideration of parents who make provision for inclement weather and traffic problems when possible.

The Potter's House believes in and supports families...*that means your family, and the families of our staff.* Our caregivers have doctor appointments, grocery store stops, and errand running after work hours, just like you! When children remain in our care past the staff's clock out time, staff members often miss their personal deadlines. Your commitment to being here on time will prevent these situations. We appreciate your cooperation in this matter so much!

When a child is picked up late, a \$10.00 fee is assessed for every 10 minutes that the child remains in our care.

***Withdrawals**

A two week notice, in writing, is respectfully requested with your intention to withdraw your child from our program. This simple consideration allows us time to fill your child's position, and we are grateful for your cooperation. Please note that if we have not received written notice of your child's withdrawal, it is possible that you will be charged for the couple of "absentee" weeks that build up until we are informed that the child will not return. *Please note that all personal belongings must be retrieved from our building within one week of withdrawal.* Periodically, unclaimed articles are donated to a local ministry that assists the homeless community in our area. We apologize that The Potter's House simply does not have enough storage space to keep unclaimed items on our premises. The Potter's House reserves the right to withdraw a child from the program in the event that:

- *the child has special needs that cannot be safely and adequately met by the staff and program.
- *the child presents a safety hazard to the other children due to violence, intense anger, the need for one-on-one care, etc.
- *the child has special needs that require individual care, preventing the caregiver from providing adequate care to all children in the group.
- *the child is unable to demonstrate an ability to function safely within a group. (Example: a child that repeatedly runs away from the group or caregiver.)
- *delinquent tuition
- *regarding our Butler County voucher clients: children whose parents are not cooperating with the policies and procedures mandated by the County will be withdrawn.
- *a child whose parent has refused to cooperate with Potter's House or Ohio State law licensing procedures. (Example: a parent who delays in submitting an updated medical form for the child.)
- *a child whose parent/delegated pick-up person creates a frightening, uncomfortable, stressful, or disturbing situation for children, parents, or staff, may be withdrawn, or the

parent/delegated pick-up person may be excluded from entering the premises, at the discretion of the Director.

Related information can be read previously in the Personal Concern section of the Policy Handbook.

***Parking**

Please turn off your car's ignition and lock all doors when bringing your child into the building or arriving to depart with your child for the day. There are few things more frustrating than locking your keys in a running car (it happens at least once every year!) or having a purse stolen from an unattended vehicle. Worse...leaving a child in a locked, running car...we've seen it happen! Please be reminded that it is unlawful to leave your child in the car unattended, especially if it is running. It is possible that another parent or center staff member could report this type of occurrence, so please avoid this scenario for your family's well being. We pray that you have smooth, safe days every day. Our suggestions in this area of concern are based on the difficult experiences other parents have survived. The closest parking spots to our entrance are reserved for our arriving and departing parents.



Offer extends for the first 30 days of enrollment.

Child must have been present for at least 20 days, with balance and fees paid in full.

An exit interview with parents and administration will be conducted upon the completion and return of the "Help Us Improve" form.

100% of tuition and registration fee will be returned.

Thank you for the opportunity to serve you. In the event that we cannot provide 100% satisfaction our prayer is that our center and your family can discontinue our current and future business partnership as friends!