



World of Wonder
Preschool and Childcare
Parent Handbook

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Management and Faculty

Welcome to World of Wonder (WOW) Preschool and Child Care. We have been proudly serving the families and children of Sierra Vista since April 2010. We would like to introduce you to the management staff. Our Center Director is Kristina Reese and Ms. Taneya Malone is our director designee in Mrs. Reese's absence. Ms. Malone has been with World of Wonder since 2019. Ms. Malone is very active within the community and has a passion for children. She is responsible for the daily management of the Center's program, maintaining parent relationships, and teacher support. The classrooms are staffed by trained professionals, under the supervision of lead teachers.

Kristina Reese is our center's Operations Manager. Kristina has more than 15 years of experience within the childcare field and owning her own center. She is responsible for facilities, compliance with Arizona Department of Health Child Care Licensing, Department of Economic Security, and Quality First Scholarships. She also maintains our policies and procedures. She assists our teachers in receiving current and up to date professional development as well as implementing best practices within the field. Like our center Director, Kristina is available via email to assist our parents with any questions, concerns, or compliments you may have.

Our faculty will participate in professional development opportunities that include meetings, workshops, and professional conferences. They also receive training in CPR and first aid. We are proud to be a Quality First Center.

World of Wonder Teachers

Every faculty member of WOW meets the qualifications set by state laws. They all have been fingerprinted and background checked. Each faculty member is interviewed by the Center Director. They also must continue their education and training each year by completing a minimum of 18 hours of additional training.

Licensing

World of Wonder Preschool and Child Care is licensed by the state of Arizona Department of Health Services, Office of Child Care Licensing and meets at least the minimum requirement for liability insurance coverage. We are inspected regularly by the state to ensure all requirements are being met. Reports of these inspections are available upon request from the Center or through the AZ Department of Health and Human Services at 400 W. Congress, Suite 100, Tucson, AZ 85701 or by phone at 520-628-6541 or 1-800-615-8555.

In accordance with licensing, these premises are sprayed with pesticides on the first Friday of every month. For more information and specifics regarding the pesticides that are used is posted in the lobby.

Our Environment

WOW Preschool is committed to providing a safe, faith based, educational environment for all children. We are committed to educating a generation for excellence and caring for the whole child including the physical, spiritual, social, and academic needs of each child. We believe in character first and strive to model positive character traits to our children in all that we do. We believe that early character building is essential to building strong families, shaping a well-rounded student and raising up a culture of responsible citizens.

WOW primary focus is providing care for children between the ages of 6 weeks – 5 years of age regardless of race, ethnicity, religion, disability, or national origin.

Our Center will encourage the children to:

- Be safe and happy
- Have a sense of creativity and imagination
- Achieve excellence and be powerful learners

- Have respect for themselves and others as well as things. Teach empathy and compassion
- Have self-expression while maintaining a sense of self-control
- Have fun while learning

Our Center will provide to the children:

- A safe, comfortable environment
- Respect for each child as an individual
- An enriched child-oriented environment
- Privacy
- Encouragement to take responsibility
- Character Counts
- Problem Solving Techniques
- The opportunity to gain independence
- A healthy, enjoyable, fun environment
- Daily Morning Chapel

Facility Availability

World of Wonder Pre-School hours of operation are Monday through Friday 6:00 a.m. to 6:00 p.m. If your child is enrolled in a full-time program, your child may be at our facility for any or all of our business hours. If you

child is enrolled in a part-time program, your child may be at our facility for up to 6 hours per day.

Our facility holiday schedule is as follows:

New Year's Day – Closed (If the holiday falls on a weekend day, the holiday will be observed the prior or next business day)

Martin Luther King Jr. Day – Open

Presidents Day – Open

Good Friday – Closed

Memorial Day – Closed

Independence Day – Closed (If the holiday falls on a weekend day, the holiday will be observed the prior or next business day)

Labor Day – Closed

Columbus Day – Open

Veterans Day – Open

Thanksgiving Day – Closed

Day after Thanksgiving – Closed

Christmas Eve – Closed

Christmas Day – Closed (If the holiday falls on a weekend day, the holiday will be observed the prior or next business day)

New Year's Eve – Open

*Full weekly tuition is due on weeks that include holidays.

Curriculum

We are an intentional, learn through play center. Our staff created lesson plans are created with the Arizona Early Learning Standards and Arizona Infant and Toddler Guideline domain and strands. ABEKA is used as a guide for our faith curriculum. Each activity is created to ensure the learning domains are being met and is intentional. All lesson plans for each week are posted in the classroom on the parent board.

Child Programs

Infants

WOW will accept infants starting at 6 weeks of age. Our infant program is designed to focus on helping your infant develop fine motor skills, language

development, emotional attachments as well as many other skills. This is done through cuddling, hugging, talking, playing, tummy time and many other fun activities including outside time.

You and your child set your own schedule. We follow a schedule provided by you, the parent, or based on your child's need (verbal and physical cues). If you have a schedule for nap times and feeding times, that schedule is recorded and remains the same until you change it. This schedule should be defined as duration versus specific times (i.e. eats every 4 hours versus eats at 6am, 10 am etc.) as infants don't always start their day at the same time each day. If you do not have a schedule, our faculty will assist in understanding what your child's schedule is and create a schedule with you.

Our infant rooms are constantly sanitized. Each child will have their own crib. The crib sheets will be provided by the parent and washed daily. They are washed in a dye and perfume free detergent. Copies of our sanitizing procedures are available upon request and posted in each room.

We will provide a daily communication report detailing all your child's activities for that day. It will include feeding times, what was eaten, diaper changing information and teacher comments for the day.

Items parents are responsible for bringing for your infant:

- Disposable diapers and wipes*
- Any rash ointment that may be used (Parent will provide ointment with child's first and last name, written instructions, and signed consent form prior to the use of any ointment).
- Prepared bottles of formula (our faculty is not permitted to prepare bottles of formula other than warming) or breast milk. (**Each bottle must be labeled with your child's first and last name and the date**).
- Baby food (**Must be labeled with your child's first and last name and date**. Any leftovers will be discarded at the end of each day). Please do not bring food items that they haven't had before.
- Two complete changes of clothes – these can be left at the center. If one is used, please bring another the next day.
- You may bring a favorite item for your child such as blanket (items are not permitted in the crib with your child).
- Crib sheet

*If your child does not have adequate diapers/wipes, your account will be charged for replacements.

Toddlers

Children in our toddler rooms are at least 12 months old and walking through 2 ½ years old. Our toddler program is designed to focus on helping your child learn many fine motor skills, language development, emotional attachments and many other skills. This is done through playing games, achievement recognition, arts and crafts, structured curriculum, and many other activities including outside time. The children are encouraged to explore and learn with a “hands on” approach. We will focus on age appropriate “Self Help” skills. Because children learn at different speeds, toilet areas are available for these age groups. Toilet training usually begins around two years old. Our faculty will not begin toilet training until you indicate that your child is ready. Once you decide the time is right to start toilet training, our faculty will work with you in developing a routine that can be consistent between the Center and home. This will ensure consistency and provide more of a feeling of success. Those who are just starting toilet training may still wear a diaper during rest time as this is the one of the most common time for accidents to occur.

During this time your child will be adapting to more a structured environment. The daily activities will be posted in each room.

Our toddler rooms are constantly sanitized. Each child will have a sleeping mat and their own sheet. These sheets will be provided by the center and washed weekly or as needed. They are washed in a dye and perfume free detergent. Copies of our sanitizing procedures are available upon request and posted in each room.

We will provide a daily communication report detailing all your child’s activities for that day. It will include feeding times, what was eaten, diaper changing information and teacher comments for the day.

Items parents are responsible for bringing for your child:

- Disposable diapers and wipes*
- Any rash ointment that may be used (Parent will provide ointment with child's first and last name, written instructions, and signed consent form prior to the use of any ointment).
- Two complete changes of clothes – these can be left at the center. If one is used, please bring another the next day.
- You may bring a favorite item for your child such as blanket or stuffed animal.
- Sippy cup (Must be labeled with your child's first and last name) Children are not permitted to walk around with sippy cups. They must be sitting while drinking. All cups are picked up after snack/meal time although they are available at any time for your child to drink.
- Crib sheet to fit sleeping mat

*If your child does not have adequate diapers/wipes, your account will be charged for replacements.

Older Two-Year-Old Program

Children in our older two-year room are normally 2 ½ years old to 3 years old. However, a child that is over 3 years old but not yet toilet trained will remain in this room until successfully toilet trained (defined as the ability to determine the need and be able to use the bathroom on their own without having to be told or prompted). This program is designed to focus on helping your child use more creative thinking, problem solving, and social development. This is done through dramatic play, games, achievement recognition, arts and crafts, structured curriculum, and many other activities including outside time to enhance physical mobility. The children are encouraged to explore and learn with a “hands on” approach. We will continue focus on age appropriate “Self Help” skills including toilet training.

The daily activities will be posted in each room.

Our rooms are constantly sanitized. Each child will have a sleeping mat and their own sheet. These sheets will be provided by the center and washed weekly or as needed. They are washed in a dye and perfume free detergent.

Copies of our sanitizing procedures are available upon request and posted in each room.

We will provide a daily communication report detailing all your child's activities for that day. It will include feeding times, what was eaten, toilet training successes, and teacher comments for the day.

Items parents are responsible for bringing for your child:

- Disposable diapers (Please no Pull-Ups) and wipes*
- Any rash ointment that may be used (Parent will provide ointment with child's first and last name, written instructions, and signed consent form prior to the use of any ointment).
- Two to four pairs of underpants
- Two complete changes of clothes – these can be left at the center. If one is used, please bring another the next day.
- You may bring a favorite item for your child such as blanket or stuffed animal.
- Water bottle or sports bottles (Must be labeled with your child's first and last name) Children are not permitted to walk around with water bottles. They must be sitting while drinking. All cups and water bottles picked up after snack/meal time although they are available at any time for your child to drink.
- Crib sheet to fit sleeping mat.

*If your child does not have adequate diapers/wipes, your account will be charged for replacements.

Preschoolers

Children in our preschool rooms are normally 3 years old and older by September 1st and toilet trained. Toilet trained is defined as the ability to be able to use the bathroom on their own without having to be told or prompted. While we understand that children will have bathroom accidents, if a child is having 2 or more accidents over a 5-day period their enrollment in the preschool class will have to be reviewed. This program is designed to focus on helping your child learn phonics, alphabet identification, number identification, and when age appropriate learn writing skills. Each level is age appropriately structured. This is done

through dramatic play, games, achievement recognition, arts and crafts, structured curriculum, music, outside discovery and play. The children are encouraged to explore and learn with a “hands on” approach.

The daily activities will be posted in each room.

Our rooms are constantly sanitized. Each child will have a sleeping mat and their own sheet. These sheets will be provided by the parent and washed weekly or as needed. They are washed in a dye and perfume free detergent. Copies of our sanitizing procedures are available upon request and posted in each room.

We will provide a weekly communication report detailing all your child’s activities for that week.

Items parents are responsible for bringing for your child:

- Two complete changes of clothes – these can be left at the center. If one is used, please bring another the next day.
- You may bring a favorite item for your child such as blanket or stuffed animal.
- Crib sheet to fit sleeping mat

Pre-K – Kindergarten Readiness Program

Our Pre-K / Kindergarten readiness program is designed to for children who will be 5 years old by September 1st of the next school year. This class will help prepare your child for the kindergarten. Your child may have homework that is sent home for them to work on skills. Homework is simply additional practice for your child and is not required to be returned and will not be graded. This class follows the Arizona Early Learning Standards for preparation for kindergarten.

We will provide weekly communication on what your child has learned for that week and what they will be learning the following week.

During the school year assessments on your child’s progress and kindergarten readiness will take place three times. At the beginning of the

school year (August), mid-school year (December/January), and again at the end of the school year (May). Any concerns will be communicated to the parents to provide information and if interventions are necessary.

Towards the end of the school year the teachers will have lessons on what to expect in kindergarten. As the school year comes to an end nap time will be shortened and the children will have a rest time.

We will hold a pre-k graduation in May to celebrate the children's accomplishments and that they are prepared to move on to kindergarten. Your child's portfolio will be sent home at the end of the school year.

School Age

Our school age children will be children who are currently in kindergarten or older. These ages are usually between 5 years old and 12 years old. This program is only offered during school break times.

Our school aged children will be involved in many fun projects that enhance creativity, problem solving skills, and decision-making skills. On occasion the children will participate in scheduled field trips. This will require a permission slip to be signed and additional participation charges may apply.

Transition Practices

Transitioning into our center

All families are invited to tour our center and meet our staff. The parents are given the opportunity to stay in the classroom and interact with the children and the teacher prior to their start date. We strongly recommend that the parent arrives at least 30 minutes early to be able to spend some time in the classroom with their child getting to know the teacher and other children.

Whenever possible, parents will complete a Best of Care form and CDC Milestones a week prior to their start date. This will help the teacher have a better understanding of where the child is developmentally so that we are prepared to meeting the child's need. A portfolio is prepared and provided to the teacher prior to the child starting with the Best of Care form and

completed CDC Milestones. This way the teacher is prepared for the new child.

The week prior to their start date, or upon turning in their enrollment packet, we review our sign in/out procedures as well as our drop off process so they are prepared for their first day. If your child has an IEP or IFSP that will be provided to the teacher in the child's portfolio.

Transitioning from infants

Infants at least 12 months and walking will transition to the toddler classroom.

One to two weeks prior to the transition, parents will receive a notice stating that their child will begin the transition process and that their child will have several opportunities to spend time in the new class prior to changing classrooms. This gives the opportunity for the child and teacher to interact and start building a relationship. During the visitation time the child will participate in several of the classroom activities including, but not limited to, art time, center time, meal time, and outside time.

The parents will receive a welcome letter from their new teacher sharing their classroom practices and needs. Once the child transitions to their new classroom all their personal belongings, as well as their portfolio, will be given to their new teacher.

Transitioning between toddler classrooms

Children typically transition between toddler classrooms based on age. One to two weeks prior to the transition, parents will receive a notice stating that their child will begin the transition process and that their child will have several opportunities to spend time in the new class prior to changing classrooms. This gives the opportunity for the child and teacher to interact and start building a relationship. During the visitation time the child will participate in several of the classroom activities including, but not limited to, art time, center time, meal time, and outside time.

The parents will receive a welcome letter from their new teacher sharing their classroom practices and needs. The teachers will share all the necessary information with the new teacher. We make every effort to transition

children in groups whenever possible. On occasion, some children will transition individually under certain circumstances. Once the child transitions to their new classroom all their personal belongings, as well as their portfolio, will be given to their new teacher.

*Children will not necessarily transition once they meet the age range for each classroom.

Transitioning to preschool classrooms

Children who are at least 3 years old and potty trained will transition to the preschool classrooms. This typically occurs 2 times per year; in July and January. Children may transition outside these time frames under certain circumstances. Children will not transition into a preschool classroom under the age of 3 due to the change in staff to child ratio. Children who are at least 3 years old and not potty trained will only transition to the preschool class with an IEP or IFSP.

One to two weeks prior to the transition, parents will receive a notice stating that their child will begin the transition process and that their child will have several opportunities to spend time in the new class prior to changing classrooms. This gives the opportunity for the child and teacher to interact and start building a relationship. During the visitation time the child will participate in several of the classroom activities including, but not limited to, art time, center time, meal time, and outside time.

The parents will receive a welcome letter from their new teacher sharing their classroom practices and needs. The teachers will share all the necessary information with the new teacher. We make every effort to transition children in groups whenever possible. On occasion, some children will transition individually under certain circumstances. Once the child transitions to their new classroom all their personal belongings, as well as their portfolio, will be given to their new teacher. Children will stay in their preschool class until they transition to our Pre-K class based on turning 4 by September 1st of that year.

Transitioning to Pre-K

Children who will turn 5 by September 1st of the following year will transition into Pre-K in July. Typically, children will not transition into Pre-

K throughout the year. Children may transition, at the parents request and with the preschool teachers and Director's approval, in January if the parent intends on testing in for early entry kindergarten. This is only if determined that the child is developmentally ready for this class.

One to two weeks prior to the transition, parents will receive a notice stating that their child will begin the transition process and that their child will have several opportunities to spend time in the new class prior to changing classrooms. This gives the opportunity for the child and teacher to interact and start building a relationship. During the visitation time the child will participate in several of the classroom activities including, but not limited to, art time, center time, meal time, and outside time.

The parents will receive a welcome letter from their new teacher sharing their classroom practices and needs. The teachers will share all the necessary information with the new teacher. Once the child transitions to their new classroom all their personal belongings, as well as their portfolio, will be given to their new teacher.

Transitioning from Pre-K

Towards the end of the school year the Pre-K teachers will have lessons on going to kindergarten. The teachers will also communicate with the parents when the local school kindergarten round up nights are (if the information is provided to our center) so that parents and children can attend. This gives them the opportunity to meet the teachers and see the schools. During the last month of the school year, and summer, this class will no longer take naps. They will continue with a quiet/rest time. Children who fall asleep will be permitted to sleep. All portfolios will be sent home at the end of the school year.

Children will not be eligible to transition into our school age program until after they begin kindergarten.

Transitioning out of our center

Per our enrollment agreement, with a two week notice of withdraw, the teachers will make the children a little keepsake book with pictures and signatures from their classmates and other staff. When age appropriate, and with the information provided, discussion in class about the child leaving

and where they are going will occur. This helps the children leaving as well as the other children understand that their friend is going somewhere else. The child's portfolio is also sent home with the child.

Developmental Assessment Practices

All parents will complete the CDC Milestones a week prior to enrollment. This helps us understand where children are developmentally. The teachers will also complete the CDC Milestones on every child approximately 2 months after enrolling. This allows us to have time to get to know the children before completing the assessment.

All teachers will also complete the CDC Milestones around the child's birthday or next assessment month. These milestones are completed and a copy provided to the parents as well as kept in the child's portfolio. Based on the outcome of the CDC Milestones, additional assessments may be completed more often based on the child's age or developmental needs.

These assessments are important for developmental targets. When an assessment is completed and they indicated potential developmental delays the staff member notifies the Director. The Director will review and discuss the assessment with the teacher. After the assessment has been reviewed, a parent meeting will be scheduled with the teacher and Director.

***PLEASE NOTE: OUR STAFF MEMBERS ARE NOT TRAINED MEDICAL OR DEVELOPMENTAL PROFESSIONALS TO BE ABLE TO PROVIDE A DIAGNOSIS. OUR ROLE IS TO IDENTIFY POSSIBLE DELAYS AND REFER TO MEDICAL PROFESSIONALS FOR FURTHER EVALUATION.**

During this parent meeting the assessment will be discussed and a plan of action will be discussed. Known resources will be provided to the parent for further evaluation. All supporting documents will be provided to the parent. Additional meetings will be scheduled as necessary to set goals to ensure we are meeting the child's needs.

Formal parent-teacher conferences to discuss development and progress will be scheduled twice a year (November – December and April – May).

Center Policies

Meals and Snacks

We will provide two snacks each day. Parents are responsible for providing a lunch for your child. We strongly encourage you to provide a healthy lunch. Candy, gum, and soda are not permitted to be sent in your child's lunch. You must provide a lunch for your child. If your child's lunch needs to be refrigerated, please place it in the refrigerator in your child's classroom or the adjoining classroom. Please be sure that your child's lunch is clearly labeled with first and last name. Each classroom has a microwave to allow you to bring a lunch that requires heating. A copy of the snack menu is available in the front lobby and each classroom monthly.

Children will be encouraged to eat their lunch, however, due to not having licensed cooking facilities we are unable to make a substitute. If a lunch was not provided for your child, you will be contacted to bring something for them. Children will not be forced to eat. Food is not used as a reward and will not be withheld as a punishment.

Please inform the Center Director and classroom teacher of any known food allergies. We will be happy to work with you to accommodate your child's needs. From time to time, we will have a child enrolled with severe peanut allergies. If this is the case then parents will be notified and we will initiate a peanut free zone.

Personal Items

Your child may bring a favorite item from home such as a small blanket for nap time. Blankets must be small enough to fit in your child's cubby. Receiving blankets are a perfect size for this. Please avoid bringing toys. Toys are very special to children and we would not want to have them get broken or misplaced. Preschool and older classes have show and tell every week. Please be sure any items brought into the center have your child's first and last name clearly labeled on them.

If your child has any missing items, please notify the classroom teacher and Center Director immediately. We will be glad to look and ask other children

if they have seen the item, but we cannot be held responsible for any lost or damaged items.

Please do not leave diaper bags in your child's classroom. Most diaper bags that are used regularly have items in them that are not permitted to be in a classroom such as medication, gas drops, etc. Please leave only the necessary items for your child in the classroom such as diapers and wipes.

Birthdays and Holidays

Birthdays are a fun and exciting time for children. We would love to celebrate your child's birthday. You may bring any commercially prepared treat for your child's class. Please bring enough for every child in the classroom. We ask you to coordinate this with your child's teacher in case of any allergies.

Throughout the year there may be times that your child's teacher may provide snacks or treats for special occasions such as holidays. Since we are a faith-based center, religious holidays will be taught according to the Christian faith.

Rest Times

Our facility will have specified rest times for children 5 and under. If you do not wish to have your child take a nap, please advise the classroom teacher. We will try to accommodate your request without disruption to those children who are sleeping. Rest time is scheduled after lunch but is flexible to the child's classroom.

WOW provides a 2" rest mat for each child. The parent will provide a sheet for their mat. Children are permitted and encouraged to bring a small comfort item (i.e., a small blanket, pillow pet, stuffed animal, etc.) from home that will help them relax or sleep.

Children 5 and older who do not sleep will observe a quiet time. This will include reading stories and other activities that are conducive to quiet time.

We ask that you respect the needs of children during nap time. If you are dropping off or picking up during the rest period, please do so as quietly as possible so that the other children are not disturbed.

Solicitation

Our management staff believes in helping our center families be successful. We will allow certain catalogs in the lobby for our families to purchase from. If there are multiple people who want to sell the same products, we will discontinue the solicitation of that particular product. World of Wonder is not responsible for any products or services purchased in this manner. Referrals and catalogs are merely available for the convenience of our families. If you experience an issue with a vendor, consultant, or product purchased, please let us know. We want to ensure that any information, vendor, or product through our facility has the upmost integrity and provides customer satisfaction.

Progress Reports

You may request a meeting with the classroom teacher at any time to discuss the progress of your child. Please schedule these with the Center Director to avoid any disruption in the classroom. Communication between home and school is the first vital point to a home and school partnership. Parents and staff need to communicate throughout the time your child attends this campus. Progress reports will be either be verbally in person or over the phone or through email. Parent-teacher conferences will be scheduled twice a year (November – December and April – May). Teachers will be keeping a portfolio of work that your child completes as well as milestones and assessments. This information will be discussed with the parent during these conferences unless a meeting is necessary prior to formal conferences.

Effective communication between parents and staff leads to consistency between home and school expectations. When parents and staff are consistent, students know what is expected of them. When children know what is expected of them they can excel in everything that they do in life. We strive to assist each child in reaching their purpose and destiny in life. Together we can set high, achievable expectations for each child.

Visitors*

***See Supplemental Public Health Crisis / Pandemic Policy for any adjustments to our typical policies.**

We welcome our parents in our center at any time. We encourage you to visit during the day to see how your child is progressing and interacting with the other children. All visitors who are not known to the staff are required to check in at the school office, sign in on the visitor's log, and obtain a visitors pass prior to entering ANY classroom. While you are welcome at any time, we do ask the following:

- If you are not planning to take your child with you after your visit, it is recommended that they not know that you are there. Some children have difficulty getting back into the routine of the day when it is disrupted by seeing a parent at an unusual time.
- We ask that you respect the quiet times that are listed. If you need to pick up your child during this time it is helpful and less disruptive if you inform your classroom teacher ahead of time.
- If you want to observe your child in their classroom setting, we recommend that you request to view from the Director's office on the monitor. This provides parents/guardians with a more normal classroom environment and avoids disruption in the classroom.
- Parents may call at all time to find out how their child is doing. Whenever possible, the front desk will transfer the call directly to that classroom teacher. If that is not possible, the front desk personnel will check with the classroom teacher to get a status of your child to report back to you.

Children with Special Needs

World of Wonder will gladly accept children with special needs. Please contact the Center Director prior to enrollment so that we can ensure that the needs of your child are met. Our center is ADA compliant.

Facility Policies

World of Wonder will maintain a safe, professional environment for you, your child, and our faculty members. Smoking, profanity, verbal abuse or any inappropriate behavior will not be tolerated anywhere on the premises.

Clothing

Your child should be comfortable for the day. Please dress your child weather appropriate. Closed-toed shoes are required at all times for the safety of your child. Please be sure that your child has two, weather appropriate, changes of clothes in a zip lock bag at the center at all times. It is recommended to have three changes of clothing for younger children. We ask that all jackets, coats, sweaters or other removable clothing is labeled with your child's first and last name. We cannot be held responsible for lost or damaged clothing. Several times a year, unlabeled and unclaimed clothing will be donated to a local clothing bank.

Guidance and Discipline Policy

At World of Wonder, it is our policy to never ridicule or embarrass a child when they misbehave. Corporal or physical punishment is never allowed. When it is necessary to correct a child's behavior, we first attempt to use positive redirection. This is done by redirecting the child's attention to another activity. The following is our behavior policy:

- 1st time – explanation as to why the behavior they are displaying is not permitted and suggestions on an alternate activity
- 2nd time – a separation period (time out), in the classroom, so that the child can think about their actions before returning to the group activities. Time out times are no longer than 1 minute for each year of your child's age. (Example, a three-year old child maximum time out would be 3 minutes.)
- 3rd time – a separation period (time out), with the Center Director, so that it can be discussed with the child again why their behavior is not permitted and the expectations are.
- 4th time – parents are called for a conference with the classroom teacher and Center Director.
- 5th time – recommendation for expulsion.

*If at any time the facility Center Director feels a child needs to be removed from the facility due to behavior, the parent will be contacted immediately. Steps may be advanced based on the severity of the incidents.

Open Door Policy

We maintain an open-door policy. You are welcome to speak with the Center Director of the facility at any time.

Photography

Photographs (still, movie, videotape) may be taken of children in our Center. They may be used for such purposes as marketing and promotion of our facility. These photos may be placed on World of Wonder Facebook page. The center will not identify your child specifically without your written permission. If you do not want any photos of your child taken or used, please notify the Center Director in writing.

Involved Parents

At WOW, we want to ensure that the care for your children is a partnership. In order to do this, we need to have a lot of parent involvement. We encourage our parents to visit at any time, join the children on field trips or attend special events within the center.

It is the responsibility of the parents to:

- Read this handbook and follow all policies and procedures
- Keep all important information up to date – addresses, medical information, etc.
- To respond to the requests for information from our faculty.
- Check the daily communications and notes from teachers.
- Respect the center faculty as professionals who work with parents to provide high quality child care.

It is the responsibility of the center to:

- Ensure all policies and procedures are followed.
- Ensure the safety of all children and faculty members.

- Keep the parents informed of the progress and daily activities of the child.
- Provide a safe, loving, learning environment.
- Respond to any concerns or questions from parents in a timely manner.
- Respect the parents and partnership for caring for the children.

Health

***See Supplemental Public Health Crisis / Pandemic Policy for any adjustments to our policies.**

Contagious diseases

You will be kept informed of any reports of a contagious disease affecting a child within the center. It is our policy to contact the local health authorities to report such an instance. If your child is absent from the center due to a contagious disease, you must have a note from your child's physician stating that your child is no longer contagious and is able to participate in regular activities.

Prevention

To prevent the spread of illness throughout the center, all the children and faculty members will follow appropriate hand washing procedures. This includes, but not limited to, requiring hands to be washed upon arriving, before eating, after using the bathroom, or any other appropriate time.

Illness*

To ensure that illness does not spread, sick children are not permitted to attend while they are ill. If your child has diarrhea, vomiting, unexplained rash, or a fever, please keep your child at home. It is appreciated if you could contact the Center Director to advise that your child will not be there.

If your child becomes ill while at the center, and we feel it is necessary to remove them from the classroom, you will be notified to come pick up your child. Please keep in mind that your child is not feeling well and would probably be more comfortable at home, so please make every attempt to be there within 30 minutes of the phone call. For the well-being of our faculty members and other children in our facility, please make arrangements to have your child picked up within an hour of being notified that your child is ill. You will receive a note explaining why your child is being sent home and when they may return. For example, if your child is sent home with a fever, they may not return to the facility until they are fever free for 24 hours without the use of a fever reducer.

Our criteria for sending children home:

- Green or yellow discharge from the nose or eyes
- Three episodes of diarrhea in the same day
- Vomiting
- Temperature greater than 100.5 degrees
- Any unexplained or unusual rash
- Head lice, scabies, or other suspicious symptoms

A courtesy call will be given to parents in the event of excessive crying or complaints that your child's tummy, ears, or other areas hurt.

Accidents

In the event of a serious accident or illness, an ambulance may be called. Parents will be contacted immediately. Our faculty will always err on the side of caution and contact emergency personnel if they determine the injury requires more than general first aid. The Center is not financially responsible for any emergency medical costs. To ensure your child's safety, we keep a file of names, addresses, and phone number of only those people you have authorized to pick up your child. For this reason, it is extremely important to notify the front office on any changes in contact information.

If the event of a less serious accident, the center faculty will administer first aid and contact the parent.

For minor injuries, a parent will receive an Incident Report and phone call when necessary.

Accident logs and incident reports are kept on file in the front office.

Hygiene

World of Wonder would like to promote all around good hygiene. Hand washing will be done upon arrival, in from outside, before eating, after using the bathroom, and any other time appropriate time. If you wish to have your child brush their teeth while in our care, a non-prescription medication form must be completed and signed. Toothbrushes and toothpaste must be kept in a sealed bag labeled with the child's first and last name.

Allergies

Please inform the Center Director about any allergy your child may have. This is to ensure that the appropriate precautions can be taken to protect your child's health.

Medical Records and Vaccinations

You must complete the pertinent medical information on the Emergency and Information Record prior to enrollment. These records must be updated in accordance with state law.

Vaccination records are required for your child to be enrolled in one of our programs. You must submit a copy of your child's immunization record or exemption affidavit and notify the center when this needs to be updated. If your child is delayed or unable to receive vaccinations due to a medical reason, a medical exemption form must be completed and signed by your child's physician. If your child has an exemption form on file and there is a case of a communicable disease, you will be notified and your child must be removed from the center for the incubation period for the disease. If there are no other recorded cases, your child will be able to return after the incubation period. If further cases are reported, the incubation period is based on the latest case reported. Please note, parents may be responsible for their tuition while their child is unable to attend due to an exemption of vaccinations. The Director will discuss your financial responsibility at that time.

You may receive occasional reminders when your child is due for a vaccination. If you have received a notice of past due vaccinations, you will

have 15 days from the date of the notice to get your child vaccinated before being suspended. These must be kept up to date for the protection of your child and the other children enrolled at our center.

Medications

To ensure the safety of your child, we will only administer dated, labeled, prescription medications (or authorized “over-the-counter” medications) after lunch. Only medications requiring to be administered 3 or more times per day should be administered while at the Center. Over-the-counter medications will only be administered in accordance with the labeled instructions unless otherwise authorized in writing by a licensed physician.

You must complete a Medication Authorization Form for each day your child needs medication. Please provide the form and medication to the Center Director. For the safety of your child and other children in the facility, medications will only be dispensed by the Center Director or an authorized faculty member. All medications will be kept in the center’s office, in a secured location. All medication will be sent home with the parent upon the completion of the prescribed time frame or no longer necessary.

Epi-Pens or other lifesaving medication may be kept in the classroom or activity area that your child is enrolled. All medication in the classroom will be kept out of the reach of children. A medication authorization form needs to be completed and returned to the Director. The Director will work with the parent and staff member to ensure this medication is stored correctly.

Our facility does not stock or keep on hand non-prescription medications such as Tylenol, Ibuprofen, Benadryl, or cough syrup. If your child is running a fever, we do not have fever reducing medication to give and they must be picked up.

Other personal products such as petroleum jelly, diaper rash ointments, sun block, toothpaste, and other baby diapering products may be applied with a completed and signed personal product application authorization form. All personal products must contain the child’s first and last name. All personal products will be kept in the classroom, out of the reach of children, and will only be applied according the written directions label on the product. A

child's personal products can only be used on that enrolled child or their sibling. We cannot use another child's personal products on anyone else.

Safety Procedures

***See supplemental Public Health Crisis / Pandemic Policy for any adjustments to our policies**

Drop-Off and Pick-Up Procedures

When you arrive each day with your child, you will be required to clock them in and sign on the signature pad through the ProCare system. Your full signature is a requirement by state law. Once your child is logged in for the day you must accompany them to their classroom. If you have multiple children, please take your older children to their classrooms first.

When you leave each day with your child, you will be required to clock them out and sign on the signature pad through the ProCare system. Your full signature is a requirement by state law. If you have multiple children, please pick up the youngest child first. We will only release your child to parents, legal guardians, or someone over 18 years old who are designated by you as authorized to pick up your child. Those who are not parents will be asked to provide proper I.D. Until the center is familiar with you, you may be asked to provide your I.D. when checking out by the front office faculty and/or the classroom teacher. Any adult picking up who is not identified in ProCare will be required to sign the child out on a log sheet located in the front office.

If you are a foster parent or if your child will have visits facilitated by DCS, please notify the Director when visits are scheduled, what agency is coming to pick up the child, and the case aide's name. Also, please advise the case aide that they will be required to show their company picture identification. If the visit is cancelled or the case aide is changed, please notify the Director immediately. If the Director is unaware of DCS or case aide is picking up, it could result in the denial of delay of the release of that child. The case aide will be required to sign out on a log sheet located in the front office.

If you do not pick up your child by closing time a late fee may apply. If you are more than 30 minutes late and you or your emergency contact is unable

to be reached, the Center Director will contact Department of Child Services.

Siblings

To ensure the safety and well-being of all children, siblings are not permitted in other age classrooms. This is to ensure that the younger children are not injured or exposed to other potential illnesses.

Custody Concerns

In the situation when parents have joint custody of a child, it is our legal responsibility to follow the custody order. A copy of the current orders must be kept on file in our facility. If a new custody order is issued or a restraining order has been issued against either parent, we will also need to have this information on file. World of Wonder will remain neutral in all custody matters and the center may not serve as a visitation site.

Safety Drills

To prepare the children in the event of fire, lock down situation, severe weather, or disaster evacuation, we will have regular drills and practices so your child can react in a safe and orderly manner. A notification will come home the day of the drill so that you are aware of what occurred during that day. Please discuss any concerns that your child may have had with your child's classroom teacher. If an actual emergency requires an evacuation of our center, we will notify you as soon as the children are safe. If it becomes necessary for our center to close due to severe weather, you will be contacted and requested to pick up your child immediately.

We will also have lock down drills. If it were to become necessary to lock down our center, parents will be informed of the situation and will be provided any information as to when and how they can safely pick up their child. Your cooperation in these situations is vital. Communication will be via email, Class Dojo, or ProCare Connect in most cases to leave the phone lines open for communication with emergency personnel.

We have a documented emergency and evacuation plan. This plan is not communicated or shared with families to ensure that the security of our children in the event of an emergency situation. This emergency and

evacuation plan is filed with the Arizona Department of Health Services, Office of Child Care Licensing.

Transportation

WOW does not have or provide transportation at this time. World of Wonder faculty members are strictly prohibited from transporting children in their personal vehicles.

Enrollment Policies and Fees

Enrollment/Re-Enrollment

World of Wonder Pre-School has an open enrollment policy and accepts children equally. Before a child is enrolled, we encourage you and your child to visit the campus for an opportunity to get acquainted with WOW Pre-School, the staff, and daily schedule. At the time you wish to enroll your child in our facility, you will be required to complete the necessary medical and information documents. You will receive a link through MyProCare to complete basic family and child information. You will also be required to complete and sign the Arizona Emergency Information and Immunization Record. This document is required by Arizona state law. Once this is completed, you must provide a copy of your child's immunization record or exemption affidavit. Upon payment of the registration fee, your child will be assigned to a classroom and a start date will be determined. No child will be permitted to start without providing the required documents. Should there be a waiting list, children will be accepted on a first come/first serve basis, however, priority will be given to those who already have children enrolled and attending our center.

Renewal will be required annually. You will receive a link (typically April – June) through MyProCare to re-enroll your child and ensure all your information is current and up to date.

Admittance procedures are as follows:

1. Full registration – all forms in the enrollment packet **MUST** be completed prior to acceptance.

2. Emergency and Information Record and a copy of the child's immunization record or immunization exemption affidavit.
3. Non-refundable registration fee and other applicable fees including curriculum fees.
4. Should you be receiving subsidized child care funding, we must have a DES verbal authorization or approved QF FTF Scholarship.

Withdrawing/Expulsions

Providing a two-week written notice of withdrawing your child including their last date of attendance and reason for leaving is required. If there is no written notice provided, the parent agrees to pay for two weeks at our regular tuition rate. DES rates would not apply in the instance that no notice is given and does not attend during the two weeks.

If the decision to withdraw a child is recommended by the center, a one-week notice will be provided to the parents when appropriate. In some instances, it may become necessary for our center to require an immediate withdraw.

If for any reason the program is found to be unsatisfactory for a particular child, we will make every effort to discuss this with the parents in order to arrive at a solution which will be in the child's best interest.

We are willing to work with programs such as Quality First, AZCA, Blake Foundation, and AZIP to help in these efforts.

Refer to the Guidance and Discipline section of this handbook for the expulsion process for child behavior.

Expulsion due to non-payment may occur after 5 or more days past due.

Behavior Issues

World of Wonder strives to provide a safe, comfortable, learning environment. We must be concerned for the welfare and safety for all our

children and faculty members. When a particular child's or parent's behavior threatens the safety of or becomes abusive towards anyone in our facility, we reserve the right to expel your child immediately.

Please refer to our Guidance and Discipline Policy for severe child behavior issues.

Payment Policy

Registration Fees – Registration fees are due at the time of enrollment. Since renewal fees are due each August, depending on the month of enrollment, your registration fee will be prorated. Proration is only on enrollment. Registration and annual renewal fees are non-refundable. Renewal fees will be billed during the first full week of August. If you withdraw your child the registration fee is non-refundable.

Tuition Fees – Tuition fees are due weekly and must be paid by the end of the first day of attendance that week. Tuition fees are non-refundable even if the child was not in attendance. Regular weekly tuition applies for all holidays even if our facility is closed. If you are scheduled for a part-time week and the holiday is on one of your regular scheduled days, days may not be switched due to the holiday. Full tuition applies.

Acceptable methods of payments are:

ACH – you may make an ACH (bank draft out of a checking or savings account) online through MyProCare – there is a \$1.00 transaction fee for this method of payment. Personal checks will no longer be accepted in the front office.

Cash – we will accept a cash payment that is placed in an envelope that has the date, child's first and last name.

Money Order or Cashier's Check – we accept money orders and cashier's checks. Money orders and cashier's checks must be placed in an envelope that has the child's first and last name on it. All envelopes must be placed in the locked payment box located in the lobby.

Debit and Credit Card Payments – we accept payment with debit or credit cards in the following ways:

- *You may make a debit / credit card payment at the ProCare check-in computer by swiping your card – there is a 2% transaction fee for this method of payment*
- *You may make a debit / credit card payment online through MyProCare – there is a 2% transaction fee for this method of payment*

Late Fees – Late fees may be applied to all accounts that have a balance as of 9:00 am Wednesday. The late fee is \$10.00 per day, per child, and is applied to each day after the first day of attendance for that week. If an account goes to 7 days past due, services will be suspended until the account is brought current. Repeated late payments could result in the termination of enrollment. If your account remains past due and requires legal assistance for collections, you will be responsible for all legal and filing fees. You are also subject to interest (maximum allowable by law) charges on all outstanding balances.

Late Pick Up Fees – Late pick up fees may be applied to an account if you arrive after 6:00 pm. Late fees are \$4.00 per child per minute thereafter. For those who are on a part-time schedule (less than 6 hours per day) who pick up after 6 hours will be charged \$15.00 per child per 30 minutes. If this occurs more than 3 times while on this schedule, your rate will be adjusted to the full day rate permanently.

Returned ACH Fee – The bank fee that we are charged for a returned ACH will be added to your account. After the second returned ACH, you will be required to use an alternate form of payment.

Vacations, Sick Days, Extended Leaves

***See Supplemental Public Health Crisis / Pandemic Policy for any adjustments to our typical policies.**

Vacations – Each child is permitted up to two weeks of vacation time per calendar year tuition free. A week is defined as your child's regular schedule for a Monday – Friday time frame. This time must be taken as a

week. They may not be used as a “per day”. You will receive the full allotment of vacation time if your enrollment begins between January 1st – June 30th. If your enrollment begins between July 1st – September 30th you will receive 1 week of vacation. If your enrollment begins between October 1st – December 31st, no vacation time will be allotted until January 1st of the following year when you will receive your full allotment again.

Sick Days – Each child is permitted up to 5 days (3 days if you are on a 3-day schedule) as “Absent” per calendar year tuition free. The weekly tuition will be prorated to account for these days. In order to have the weekly tuition prorated, the Center must be contacted prior to the normal scheduled arrival time for the day that your child is going to be absent. If the Center is not informed of your child’s absence or you have exhausted all of your “Sick” days, the normal weekly tuition will be applied. You will receive the full allotment of sick days if your enrollment begins from January 1st – September 30th. If your enrollment begins between October 1st – November 30th you will receive an allotment of 3 sick days (1 sick day if you are on a 3-day schedule). If your enrollment begins between December 1st – December 31st, you will not receive any sick days until January 1st when you receive your full allotment again.

Extended Leaves – If it becomes necessary for your child to have an extended leave, you will be charged a reservation fee. An extended leave is considered 4 or more weeks. This fee will consist of 25% of your weekly tuition for each week your child is absent. It will sometimes be recommended that you disenroll your child for a lengthy extended leave and that you re-enroll your child when they are able to return. You would be required to pay the full annual registration fee at that time.

Extra Circular Activities

Occasionally, World of Wonder will offer extra circular activities on site. These activities may be at an additional cost. These fees will be set by the vendors providing the services. If you choose to enroll your child in these extra circular activities you will be responsible for making all payments to the individual vendor. You will be asked to sign a release form releasing World of Wonder of all liability during these sessions.

Public School Holidays and Breaks

***See Supplemental Public Health Crisis / Pandemic Policy for any adjustments to our typical policies.**

We offer a school age holiday, school break program. If your school-aged child's public school is closed due to school holiday or break you may enroll your school ager in our program. Registration fees do still apply for children who only attend for school breaks. Additional fees may apply based on the special activities provided during these breaks.

ProCare

ProCare is a childcare management system that we use. We use multiple ProCare products and services. Listed below are the ProCare Products and how they are used:

ProCare Check In / Out Station located in lobby:

- Check children in / out by using a code and passcode or biometrically using your fingerprint – electronic signatures are always required per Arizona state law.
- Payments via debit / credit card - additional charges do apply for this service

My ProCare online service

- Enroll / Renew enrollment
- Update account / child information
- Access account statements and payment history
- Online ACH, debit card, credit card payments – additional charges do apply for this service

ProCare Connect App

- Touchless check in / out by scanning a QR code – answering child health questions – electronic signatures are always required per Arizona state law
- Parent / staff communication
- Child daily reports
- Newsletters
- Photo's / videos
- Assessments and milestones shared with parents
- Lesson plan sharing

- View menus
- Calendar of events

To ensure the best quality of service and communication between center / parent / teacher, it is highly recommended you enroll for the above services as that will be the primary way of communication.

***Supplemental For Public Health Crisis / Pandemic**

Visitors

During this (or any public health crisis or pandemic) we will only be permitting necessary personnel in our building. Necessary personnel include WOW staff, staff from Arizona Department of Health, staff from Cochise County Department of Health, town personnel such as fire inspectors or police, staff from Arizona Department of Economic Security, staff from Arizona Department of Child Services, any building repair or maintenance personnel, or authorized staff to provide required services to children. When there is no longer a public health crisis, parents will be notified if our regular visitors' policy will be reinstated or a modified version.

Health / Illness

To ensure that any illness that is deemed a public health crisis or pandemic illness does not spread, sick children and staff are not permitted to attend while they are ill. If your child is showing any signs of Covid-19 (or been in direct contact with someone who has tested positive or has the following symptoms) such as fever, new or worsening cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or unexplained rash, please keep your child at home and contact the Center Director for further instructions. Children may be asked to be quarantined for up to 14 days after exposure to ensure they are not carrying the virus.

It is imperative that you are able to be reached during the day when your child is at the center if they begin to show any signs of illness and need to be picked up. Your child will be isolated from the other children and we request that you (or someone authorized to pick up your child) is there within 30 minutes to remove your child from the center.

If it is requested that your child is quarantined due to concern of Covid-19, the days absent will be credited to your account. If your child is absent for any other reason, other than a public health crisis / pandemic, our normal absence policy will apply and you may be responsible for your normal tuition costs. Please do not determine that you are going to send your child, who may be questionably ill, if you have to pay for it. If this is the case, please have a conversation with the Center Director.

Signing In and Out

In the event of a public health crisis / pandemic the sign in and out procedures will change. You will still be required to use the ProCare system to clock your child in and out as well as provide a signature. Your full signature is a requirement by state law. There will be multiple options for you to check your child in. You may use the ProCare Connect App or the ProCare check in computer. Changes may occur often to this process due to the nature of the ongoing public health crisis / pandemic. Parents are expected to comply with all updated processes. Failure to comply with all processes may result in a refusal of service. You may not be permitted to go beyond the lobby doors and a staff member will escort your child(ren) to their classrooms. When arriving for pick up, a staff member will retrieve your child(ren) from their classrooms and escort them to you.

Vacations, Sick Days, Extended Leaves

In the event of a public health crisis / pandemic our vacation, sick days, and extended leaves policy may be adapted. It may be determined that the center may waive their absence payment policy in the best interest of public health and safety to encourage families who can keep their children home to do so without any financial obligation. If a child is required to quarantine due to public health recommendations and/or requirements, the center may waive the current absence payment policy. Families that have absences not related to the current public health / pandemic, will still be responsible for following the regular absence payment policies. Extended leaves may be requested for those who can go without care during a public health crisis / pandemic. If families are able to comply with extended leaves, their child's enrollment will be guaranteed, for as long as possible, without financial obligation to the center. If the center determines that it can no longer hold enrollment, the parent will be notified to determine if they want to re-enter the center or release their child's spot.

Public School Closures

In the event of a public health crisis / pandemic care may be available to school-agers at an additional cost. Typically, the cost will default to our PreK rates based on needed schedule. We cannot provide remote / online / distance learning assistance or support.

Additional Sanitization / Mitigation Measures

In the event of a public health crisis / pandemic increased cleaning, sanitization, and disinfecting measures will be taken in addition to our regular cleaning schedule. Physical distancing is not a practical mitigation measure within the childcare environment. All attempts will be made to not co-mingle classrooms, smaller groups in centers play, increased handwashing, as much distance as possible during snack and meal time, and larger distances (when possible) for nap time. Additional mitigation and cleaning measures may be taken.

To ensure the best quality of service and communication between center / parent / teacher, it is highly recommended you enroll for the above services as that will be the primary way of communication.

Parent Acknowledgement

I have read and acknowledged the parent handbook. I understand that these policies are not necessarily all inclusive of any and all changes to World of Wonder Preschool and Child Care's processes, procedures, or policies that may occur due to a public health crisis / pandemic. World of Wonder Preschool and Child Care cannot be liable for any illness (i.e. flu, COVID-19, RSV, etc.), or harm from any illness, spread within the childcare setting. Parent's choosing to place their child(ren) in a childcare setting, such as World of Wonder Preschool and Child Care, acknowledge that there is a risk of illness, or spread of illness, and that physical distancing and potential other intervention or mitigation measures may not be possible in this environment. World of Wonder Preschool and Child Care will always do what it believes to be in the best interest of the children, staff, and families to keep them safe and healthy. By signing below, I agree to the terms listed within this handbook.

Parent's Signature

Date

Child(ren) Name(s)

In an effort to save paper and do our part for the environment, we will be communicating by email, ClassDojo ProCare Connect, or MyProCare. You will receive newsletters, center, classroom, and other important information via these methods. Please provide your email address below.

@