



## Parent Handbook

### Welcome to Dino Drop-In.

Our goal is to provide a safe, secure, and fun environment for your child that fosters physical, social, emotional, and cognitive development.

Our teachers understand that 90% of a child's brain development happens before age 5. We value adding fun to active teaching and learning. While your children are students in our center, we hope to develop a partnership between home and school, which benefits the development and growth of your child. We ask that you read this handbook and feel free to ask questions.

### Philosophy

Dino Drop-In strives to help children establish a love of learning and desire to explore their world. Learning through play is viewed as the cornerstone of our curriculum. Adults provide protection, security, stimulation, support, limits, and affection. Children are respected as individuals within a child-oriented rather than teacher-directed program.

At Dino Drop-In, children are allowed to explore materials and participate in a variety of experiences. Activities are carefully planned and implemented in an open classroom setting. Children are free to choose from age-appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play.

Children develop self-esteem, independence, and problem-solving skills as they make choices and assist in planning the environment and the activities. Our primary goal is for children to feel safe and secure. Before being independent, a child must know that he or she can depend on adults and a predictable environment.

We recognize that children develop at different rates and have different interests. Appropriate teacher-child ratios allow for meeting the individual needs of each child. Learning and playing are not limited to the classrooms. There are opportunities for water play, sensory investigation, art exploration, social and motor development.

### Dino Drop-In Learning Center Parent Code of Conduct

The purpose of the policy is to:

1. Protect the safety and privacy of our students and staff.
2. Protect the school from legal risks.
3. Ensure that the reputation of the school, its staff, and clients are protected.
4. Safeguard all children's privacy.
5. Ensure that any users are able to clearly distinguish where information provided by social media is legitimately representative of the school.



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To ensure positive relationships with parents and members of staff that benefits each child's learning, development and sense of security as well as to ensure mutual respect between staff and parents is maintained at all times, Dino Drop-In Learning Center has adapted these policies and standards of conduct.

Dino Drop-In Learning Center requires that parents of enrolled children behave in a manner consistent with decency, courtesy and respect at all times. One of our most important goals is to provide the most appropriate and secure environment for children that encourages growth, learning and development. Achieving this ideal environment is not only the responsibility of employees and staff at Dino Drop-In Learning Center but it is also the responsibility of each and every parent or adult who enters the school.

**Swearing/Cursing:** No parent or adult shall be permitted to curse or use any other inappropriate language when working or visiting in the classroom or playground. Such language will NOT be tolerated in the presence of the children or staff members.

**Threats and Confrontation:** Threats of any kind toward Dino Drop-In Learning Center staff, other parents or children will not be tolerated. While it is understood that all parents may not agree with the staff of Dino Drop-In Learning Center or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point, and are strictly prohibited. Shouting, raising of voices or any unwanted physical contact with a member of staff is considered inappropriate behavior. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR OWN BEHAVIOR AT ALL TIMES.

**Social Media:** Active clients should refrain from airing grievances about Dino Drop-In Learning Center on Social Media Sites. Social media includes personal blogs and other websites, including Facebook, LinkedIn, Twitter, YouTube, Snapchat, Google Plus, and others.

This applies whether clients are posting to their own sites or commenting on other sites.

If it is deemed that a parent is acting in an inappropriate manner to a staff member or parent the following steps will be taken:

- Step 1--A meeting with the parent and the Center Director will be held to find a resolution to the problem.
- Step 2--A meeting with the Center Director, Owner, and Parent will be held to find a resolution.
- Step 3--If no resolution has been found and the parent continues to act in a manner that is inappropriate to these guidelines the decision may be made to place the child on hold and make a formal request that the parent and child leave the learning center. If the incident in question is



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deemed to be egregious by the Director and Owner, the child care contract can be terminated immediately including forfeiture of any prepaid tuition and/or deposits without following the above outlined process.

With these policies in place we hope to provide your child and family with a comfortable and safe environment as we help set the stage for a life full of learning ahead. We can only truly provide this with the help of each parent and adult who walks into our classroom. Dino Drop-In Learning Center promises to continue to work in partnership with parents to make learning fun.

### **Tuition**

Most students attending Dino Drop-In pay tuition hourly the day they attend.

Monthly Packages (only available in WA) are paid for in advance on the desired start date. Schedule Attendance/ Preschool Tuition is payable in advance and due in full on the 25th of the previous month for scheduled students. Prepaid Package payments are due on the date the package is desired to start before dropping off. Daily charges are due at the end of each visit.

Statements are not sent out each month but they are accessible by logging in to [icaresoftware.com](http://icaresoftware.com) or your Brightwheel account with your email and password. Reports are found under the grid icon in the upper right corner of the screen.

Refunds are not available for scheduled attendance under any circumstance including if a child is sent home for illness, quarantined due to close contact, or if the center/room is closed due to quarantine. If the state reimburses more than the requested amount the overage will be returned to the state or credited to your account and can be used for up to 3 months. No checks will be written directly back to parents.

### **Late Pick-Up**

Dino Drop-In is available after our usual closing time by reservations made with 24 hours advance notice. Please review our Pick Up Policy.

### **Holidays**

Dino Drop-In is open Monday through Friday except for the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day. Each Dino Drop-In determines evening closing times, date nights, and Sunday hours based on community needs and customer requests.

### **Drop-Off and Pick-Up**

**For more detailed information, please thoroughly read our Pick Up Policy.**



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To assure the safety of your child, we ask that you sign your child in and out each day. The classroom registers are computer-based on a tablet as you enter the Center, or scan a QR code using your cellphone. You will need your password to sign in and out. If you cannot remember your password you must have a valid ID to sign your child out of the center. After signing in, make verbal contact with a teacher for us to know that your child has arrived and provided any special instructions for the day including nap, feeding, allergies, and expected pickup time.

Difficulty with separation is not unusual for children, especially during their first weeks of attendance. Please help prepare your child for your departure. Do not try to “sneak away” or “slip out” as this action creates anxiety for your child. Get them excited about Dino Drop-In before you arrive. Tell your child that it is time for you to go to work and that you will be back, then leave. Prolonging your good-byes sends a mixed message to your child and can increase anxiety. A teacher will be happy to assist you if necessary and help your child settle into an activity.

If a child is upset when you leave, please know that children usually calm down and are participating before a parent reaches the parking lot. Please feel free to call at any time to check on your child or log into our cameras to check on them.

### **Alternate Drop Off or Pick Up**

Parents and guardians may authorize other people to drop off or pick up a child by authorizing them in our software. You can add a pick-up or drop-off person by giving us your name and password in person or over the phone and their name, phone number, and requested the password.

A child will be released only to persons listed on the authorization form in our software.

### **Late Fees**

The late fee schedule is as follows:

- For the 1st hour past closing time. the fee for the **first** time late is \$1.00 per minute.
- After the 1st hour or the second time late is \$3.00 per minute and any time after that in a 30 calendar day period, the rate will be \$3.00 per minute.
- If late five times in any five weeks the family faces removal from the center.
- The clock at Dino Drop-In is the time used to determine the late payment. Late fees are due at pick up.
- After 30 minutes, if we have not heard from you or we have not been able to reach you or your emergency contacts, we will inform the police
- A note of this will be kept in your child's file

### **Communication**



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1. We keep you informed of classroom and Center activities through infant daily reports, the daily activities poster in the entryway, Facebook posts, and newsletters. Please know that you are welcome to visit the Center at any time.
2. Since we serve such a large variety of families, some attending very sporadically, we do not conduct scheduled parent/teacher conferences. Parent/teachers meetings are available at your request.
3. Please remember that drop-off and pick-up times are very busy periods in terms of transitions and adjustments. These periods are not always the best times to discuss your child's progress or growth beyond a daily synopsis, especially if he or she is standing with you. The best way to schedule a meeting about your child's challenges, progress, or questions is by email to [jessica@dinodropin.com](mailto:jessica@dinodropin.com).
4. Please call, if you have any questions. We need and welcome your input.
5. Should you observe any area or piece of equipment that needs maintenance or repair, please alert the manager.
6. **Confidentiality Policy** -The only information teachers will share with parents, is information concerning his or her child. Conversations about other children, other parents, co-workers, and supervisors are unprofessional, a violation of Dino Drop-In policy, and in some instances illegal.

### Clothing

All children need to bring at least one complete, labeled change of clothing in their bag at drop off. Please pack clothes that are appropriate for the seasons. If it is going to be a cold and chilly day, make sure they have a jacket. We don't want your child to have to miss out on the outside play.

### Diapers

Dino Drop-In requests that your child use disposable diapers while in our care. Please pack an adequate supply of diapers for the length of your stay. If you do not have adequate diapers your child will be changed using our backup supply and your account will be charged \$1 per diaper.

### Toilet Learning

We ask that you advise us when you are in the process of toilet training with your child and the techniques you are using at home so we can duplicate the reminders or scheduled bathroom visits while your child is at our center.

### Personal Belongings

The Center provides sheets and blankets for both cots and cribs. If your child has a favorite sleep toy or any other security item, they are welcome to bring them to Dino Drop-In. Other toys from home are strongly discouraged as they often get lost or are hard to share with other children.



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**Please label all items brought to school including bottles, pacifiers, lunch bags, bags, coats, shoes, etc.**

### Meals

Meals are provided by parents with children being encouraged, not forced to eat. We encourage children to taste each item provided. Dino Lunches and Dinner are available (at our ND & MT centers) for children without lunch or dinner from home at 11:30 and 5:30 for \$3.50. If your child does not have a meal during meal time one will be provided and your account will be charged. During snack time, Dino Drop-In provides snacks to students at 9:30 am, 2:30 pm, & 4:30 pm, free of charge.

### Illness

As a parent, you accept the inherent risk of communicable disease by entering any Dino Drop-In facility. Our policies are in place to ensure we keep this risk to a minimum.

A child must be fever-free for 24 hours without the use of a fever-suppressant before returning to the Center. Please do NOT administer a fever-suppressant and bring your child to the Center. This is unfair not only to your child but also to the other children and teachers. Listed below are criteria for EXCLUDING ill or infected children from the Center.

1. FEVER, defined by the child's age as follows: Infants younger than 4 months 100F  
4-24-month-olds 101F older than 24 months 102F (Children under 30 months old are not able to attend our WA Centers)
2. SIGNS OF POSSIBLE SEVERE ILLNESS include unusual lethargy, irritability, persistent crying, difficulty breathing.
3. UNCONTROLLED DIARRHEA 3 or more times in 24 hours. Must stay home for 24 hours after the last incidence.
4. VOMITING Two or more times in the previous 24 hours. Must stay home for 24 hours after the last incidence.
5. MOUTH SORES, with drooling, unless the child's physician has determined the illness not to be a communicable disease.
6. RASH, with fever or behavior change until a physician has determined the illness not to be a communicable disease.
7. PINK EYE Defined as pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep, including a child with eye pain or redness of the eyelids or skin surrounding the eye.
8. LICE, until 24 hours after treatment was begun.
9. IMPETIGO, until 24 hours after treatment was begun.
10. STREPTOCOCCAL PHARYNGITIS, until 24 hours after treatment has been initiated and until the child has been fever-free for 24 hours.



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11. PINWORM, until 24 hours after treatment was begun.
12. RINGWORM, until 24 hours after treatment was begun
13. CHICKENPOX, until 6 days after onset of rash or until all lesions have dried and crusted.
14. RUBELLA, until 7 days after the rash appears.

If your child becomes ill while at the Center, you will be called to pick up your child as soon as possible. You will be notified should your child be exposed to a contagious disease. Please notify the Center should your child become ill so that we may notify other parents of a contagious disease.

According to NAEYC's Healthy Young Children Manual, "children should be excluded if their illness prevents the child from participating comfortably in the program's activities." As you review the policy above, please keep this guideline in mind.

No refunds for scheduled attendance are available for illness-related absences including quarantines or center closures due to quarantine.

### **Discipline/Guidance**

As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened eases the tension. A child may occasionally need to sit quietly to calm down and regain self-control. Children are never spanked, humiliated, or embarrassed. If the behavior is persistent, teachers will examine the environment and the events which surround the behavior. Through observation and discussion, teachers will decide the most appropriate way of dealing with the situation. Parents will also be asked to share their ways of dealing with difficult situations.

### **Biting**

When a child is bitten, it is a traumatic situation for both children and both sets of parents. Yet, biting is not unusual behavior for pre-verbal children. They may become frustrated because they cannot say "Move", "I was playing with that", or "You are too close". Because they cannot speak, some children will bite. When a child is bitten, the area is cleaned and ice may be applied. They are held and consoled until they are ready to rejoin the group. The biter is told that biting is not allowed and that it hurts. The best way to stop biting is to encourage language development and use words.

### **Incident/Behavior Report Forms**

If your child is involved in a mishap that requires any type of attention or first aid, and the lead teacher does not feel that you need to be called, you will be notified with an incident report. You will





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be advised of what happened, where it happened, and what action was taken. We will need your signature and then you will take a copy and we keep a copy.

Should an accident require emergency medical treatment, the child will be taken by ambulance to a local Emergency Room. The parents will be contacted immediately to meet the staff member and the child at the Emergency Room. If neither parent can be reached, we will call the emergency contact person designated on the child's profile.

When you sign in to our software at drop off you are authorizing us to implement the plan described above.

All incidents will be reviewed by staff for repetitive behaviors and action will be taken if a child proves to be harmful to other children while attending Dino Drop-In. Suspension or one on one supervision may be required if behavior challenges are a consistent issue to assure we are best guiding each child to be successful in our classroom.

Dino Drop-In does save video for 5 days with the Nest Cam and management will review if requested. Clip recordings will not be provided to individual parents to protect the privacy of all children. Clips can be reviewed with management at Dino Drop-In.

### **Infant Intake & Daily Report Forms (MT & ND Centers ONLY)**

Teachers will take detailed notes on the desired care protocol for children under 18 months; nap times, preferred eating schedules/items, and general demeanor will be noted to provide continuity of care by all teachers over the day. Teachers will keep daily records concerning your infant's activities and behaviors during the day. Special needs will also be noted.

### **Daily activities**

Parents can learn about activities their children did throughout the day by reading the daily activity poster in the entryway. This may help serve to initiate conversation and questions about your child's day at home.

At drop-off, we ask that you share information concerning any event or happening that may affect your child's behavior during the day. Were they up late? Is a parent ill or at home? Is your child teething?

Dino Staff is prepared to deal with a variety of emergencies. During all circumstances, teachers will remain calm and stay with the children. In the case of a weather-related emergency, such as a storm warning, children will be led to a safe area in our building away from any windows. In cases





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of structural damage to the building, children will be evacuated to a neighboring business and parents will be contacted for immediate pick-up.