



**The GreeneHouse
Children's Center**

PRESCHOOL & CHILDCARE

Parent Handbook

Table of Contents

Mission Statement...	4
Program Philosophy...	4
Facilities and Programs...	5
Location Preschool Classrooms/Outdoor Play Areas...	5 & 6
Parent Communication and Involvement...	6
Enrollment Procedures...	7
Hours of Operation&Food Service...	7
Holidays/Snow Day Policy/Evacuation Plan...	8
Tuition and Payments...	8
Health and Illness Policy...	9
Medication Policy/Medical Emergency Policy/Rest Time...	10
Clothing...	11
Toilet Training...	11
Discipline Policy...	11
Termination of Care	12
Arriva land Departure...	13
Contact Sheet...	14

Dear Parents/ Caregivers,

Welcome to The GreeneHouse Children's Center! We are excited to become a part of you and your child's journey through these wonderful early years! The year ahead is sure to hold many exciting and interesting events and activities for you and your child. We are delighted that you have chosen to share this important time in your child's development with us. We have designed this Parent Handbook to give you an overview of the policies and procedures that we will follow, information about our program and our approach to planning educational experiences for children. As stated in our philosophy, it is our goal to provide your child with a warm, supportive, nurturing and safe environment that supports their physical, academic and spiritual development. According to the most current research, children learn through active involvement with their environment. Through this process children construct their knowledge of the world in terms that they can understand. During the early childhood years, an integral portion of education is a child's ability to gain knowledge of a social world and develop strategies for interacting with peers and adults. The activities planned for the upcoming year are designed to provide a developmentally rich environment in which your child can grow and learn at their individual pace. It is our great privilege to welcome you and your child to be a part of The GreeneHouse Children's Center family. We are committed to building a relationship with you and your child, and serving you with love, compassion and understanding. If you have any questions, comments, concerns or suggestions please feel free to contact me. Working together as a team we can be sure to provide your child with a positive learning experience at school.

Sincerely,

Sandy Greene

Owner, The GreeneHouse Preschool and Childcare Centers, LLC

Welcome to The GreeneHouse!

Mission Statement

At The GreeneHouse Children's Centers our mission is to provide children with a supportive, nurturing environment which enhances their spiritual, academic and physical development. It is our mission to provide children with a solid foundation upon which they will grow into excited learners, achieve academic excellence and become a positive influence on the world around them.

Program Philosophy

The philosophy of The GreeneHouse is based on the desire to see children grow in excellence into good citizens, helpful friends, and lifelong learners. Children learn and grow best in a warm, supportive, nurturing, safe environment in which individual differences are valued. God has created each child uniquely. It is our goal to promote each child's unique giftedness through providing a rich environment, where he or she can be involved and explore learning on their terms.

Children learn and develop at differing rates. The curriculum and environment of the classroom is designed to cater to children's differing needs, capabilities and development. A wide range of classroom activities are planned to support each child's physical, social, emotional, cognitive and creative development. All activities are designed to be open ended and exploratory in order to aid children in reaching their highest potential of learning.

It is our goal to foster self-learning, decision-making, and responsibility in children. We believe that the most effective way to meet each child's needs is to have open communication between school and home, and to work as a team to promote your child's unique individual gifts.

Facilities and Programs

Locations-

The GreeneHouse Children's Center is located at 15105 Rankin Avenue, Dunlap, TN. Our main campus has over 6000 square feet of space dedicated to supporting the development of children ages 6 weeks to 12 years. We have five individual classrooms that are designed to support your child's development from 6 weeks through 12 years old. We also have 4 separate playgrounds created to entice your child with wonderful outdoor play experiences every day. Our second location, The GreeneHouse Infant & Toddler Center is located at 6401 State Route 28, Dunlap, TN. This campus has 2500 square feet and was specifically designed to meet the needs of our youngest learners, ages 6 weeks through 36 months. Each classroom is equipped for the small group environments essential to the healthy development of infants and toddlers. It also has two separate outdoor playgrounds so that we may keep both our mobile and non-mobile children safe in their respective playgrounds. Our hours of operation at both centers are 6:30 a.m. to 5:30 p.m. Monday through Friday. The main office telephone number is 423-949-3200. The Infant and Toddler Center office telephone number is 423-949-3202. Our website is greenehouse4kids.com.

Classrooms-

Our campus classrooms are designed for preschoolers, infants, and school aged children. All classrooms are spacious and designed to accommodate the diverse needs of children at their varying stages of development. The classrooms are equipped with a variety of furniture, equipment and manipulatives that provide opportunity to enhance your child's development and provide a means for completing daily activities. The classrooms are utilized to separate our age groups so that the curriculum can be as developmentally appropriate as possible. Each classroom operates on a daily schedule that will remain routine with consistent times for activities such as: Circle Time, Snack Time, Activity Time, Free Play, Outside Play, Lunch Time and Nap Time. These times are designed to be consistent to provide your child sense of security and expectation during their school days. The daily schedule will be posted near the sign-in area of the classroom. Additionally, the teacher will post a weekly lesson plan that outlines the daily curriculum and learning activities.

Outdoor Play Areas

A fenced outdoor play areas are located behind the school buildings and have multiple play areas for each group of children. They are separated by developmental stage and chronological age when appropriate. Children will be escorted by teachers to the playground and supervised at all times. Our main preschool campus has an outdoor classroom. This area is designed to facilitate natural exploration. The children are encouraged to work with mud, sticks, rocks and other natural elements. Please be aware that these learning activities might involve a bit of messy fun. Wearing comfortable, easy to clean clothes is a good idea!

Parent Communication and Involvement

- The primary goal of the GreeneHouse Children's Center is to maintain close communication between home and school.
- Our Parent Advisory Board meets quarterly and is open to all parents who wish to attend.
- The classroom teacher will maintain contact with parents through our parent portal, notes, phone conversations, newsletters, classroom activities bulletin board, and parent/teacher conferences.
- Individual assessments are scheduled bi-monthly for students. Parents may request a conference at any time. Should the classroom teacher have a concern or question about your child, they will request a meeting with you.
- Our center has an open-door policy. Please feel free to visit the program at any time. Please keep in mind, however, that we have a rest time for the children every day after lunch. If you would like to volunteer simply call the classroom teachers or main office in advance to let us know you'll be visiting.
- Although we actively seek parent participation, we ask you to keep in mind that one of the primary purposes of any childcare program is to ease the child's transition from home to school. If your child will be upset by your presence in the classroom, we will happily work with you to find alternative ways to volunteer. Other involvement options might include helping our teachers outside of class with preparations for activities, joining our Parent Advisory Board, or helping with the planning of family events and activities.

Enrollment Procedures

To begin the enrollment process, a parent or caregiver must complete an application. We ask that every parent come in and tour our program to make sure that we are a good fit for your child. You are the expert on your child and are the best person to determine if we are the right for you.

Please contact the office at 423-949-3200 or 423-949-3202 for more information.

Enrollment Requirements

Prior to admission the following items must be completed.

- ✓ Physical Exam (no more than 1 year old from start date)
- ✓ The Pre-school Director must review this form prior to attendance.
- ✓ Immunization records turned in
- ✓ All Emergency information must be filled out, and updated as necessary
- ✓ A GreeneHouse Parent/Provider Admission Agreement and Admission Contract must be filled out completely, signed and dated
- ✓ A GreeneHouse Parent Permission form as needed for emergencies, social media posting, etc.

A change of clothes, in a zip-lock bag labeled with his/her name on it. (Please remember to pack clothing appropriate with weather changes) A small pillow and blanket w/child's name labeled on each item (Blankets must be taken home weekly by parents for washing).

The GreeneHouse Children's Center and The GreeneHouse Infant & Toddler Center are open from 6:30 a.m. to 5:30 p.m. Both the morning and afternoon (after nap) sessions will allow for academic learning time (circle time), free choice time, outdoor playtime, snack time and lunchtime. Breakfast is served until 815 for all of our friends. Lunch is served on a varying schedule as follows: Infants eat on their own schedule (or on demand), Toddlers are served at 1130 am, 2-3 year olds at 1145 am, 3-5 year olds at 1200 pm, School Aged kids at 1215 pm and all children are served a snack between 2:00 pm and 4:30 pm every day. We participate in the Child and

Adult Care Food Program and follow all guidelines regarding portions and the nutritional composition of the food we serve. Food service at the Infant & Toddler Center is parent provided.

We will be closed on the following holidays:

New Year's Day, Good Friday, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day and the day after, and Christmas Day. On Christmas Eve day, we will be closing early. On days where we typically experience low attendance, specifically the day after Christmas, we will put out an attendance sign up sheet and open only the necessary classrooms to provide care for families who need it.

Inclement Weather Policy

In the event of a School District inclement weather day we will be open and provide care for your child. There will be an additional charge for the extra hours of care. The amount will depend on your child's enrollment schedule. Please contact the office for questions about specific charges.

Power Outages and Emergency Situations

In the event of a power outage we will contact parents. If we feel that it is getting too cold or warm for the children, we may ask that parents come pick children up. We will remain with all children until they are picked up.

In the event that we have a need to evacuate the facility due to Earthquake, Flood, or Fire or any natural or human made disaster, we will follow the evacuation plan posted in your child's classroom. If we need to evacuate the facility, we will take the students to the following relocation center:

The Vine 79 Cherry Street Dunlap, TN *

Tuition & Payments

The tuition rates of the GreeneHouse Children's Center are designed to create a positive environment for the children and staff without undue burden on families. It is our goal to provide high quality childcare for every child at a price that does not put stress on the children's families. These

fees are established to maintain the quality of the program and to be comparable 8 with local early childhood programs.

Important Highlights to Remember:

- A contract with hours and fees must be established before a child's attendance in the program. The full tuition amount must be paid regardless of absence. You are paying for your child's spot in our program
- All fees must be paid upfront prior to the week of service. In order to terminate the contract a two week written notice is required. We will continue to charge the payment on file to fulfill this requirement.
- Late payments will incur a fee, and we will ask that you do not bring your child to school until your payment is current. We will hold your child's spot for one week in order to give you time to bring your account current.
- While we do not regularly schedule tuition increases, we do reserve the right to increase tuition as needed for the health of the program

Health and Illness Policy

Parents are encouraged to monitor their child's health on a daily basis. Keep in mind that if you send your child to school when they are sick, they may potentially infect other children and our staff. If your child exhibits the following symptoms, please do not send them to class:

- Unusual or unexplained rash, especially on uncovered parts of the body and/or child is scratching it.
- Vomiting
- Diarrhea (2 or more instances in a short period of time).
- Temperature of 99.5 degrees or more accompanied by any of the following: tiredness, coughing, lack of appetite, rash, extreme irritability, or inability to participate in activities.
- Red eyes that exhibit swelling and discharge.
- Inability to participate in school activities due to health or behavioral issues.

- If they exhibit these symptoms during the day, we will call you and ask you to come pick them up. Please plan alternate care for your child until they have been symptom free for 24 hours.

Prescription Medications

Any prescription medications must arrive in their original container, with your child's name, the instructions for administration, along with a prescription date within the last 30 days. Over the counter medications must also be in the original container and accompanied by a doctor's note outlining what the medication is for as well as administration directions. When you bring these in you must fill out a "Medication Administration Form" and sign it. Please notify us of any allergies your child has so that we can ensure their safety in all situations. If they require an Epi-Pen, please bring one properly labeled as outlined above, that we can keep on site. In the event of a medical Parent/Caregivers. However, it is vital that we have an emergency medical release form signed and on file for every child enrolled at GreeneHouse. This way if we are unable to reach you or need to act quickly for the health and safety of the child, we have the appropriate paperwork. For small injuries or accidents, an "Accident Form" will be filled out by your child's teacher and given to you for you to sign when picking up your child from school. Please call the office if you have any questions about what you read on the form.

Rest Time

Every child in attendance in the afternoon will participate in a rest time. We play soft music, rub backs and read stories. Your child does not have to fall asleep, but will be encouraged to rest quietly while their friends sleep. This will help your child recharge for the afternoon activities!

Clothing

Your children will participate in hands-on discovery activities on a daily basis. This could include paint, sand, mud, etc. Children

are also prone to accidents spilling milk or juice, falling into puddles, messy things! Please dress your child in clothing that can get "messy."

- Please send a change of clothing so that when accidents occur, children can change into something comfortable.
- Please keep our hands on activities in mind when helping your child dress for the day. Send them in play clothes that they can wear without worrying about messes, and shoes that will allow them to run, jump and turn somersaults.
- We will go out daily unless it is much too warm, or much too cold. So please remember jackets, boots and mittens when appropriate. Children need to wear closed toe shoes. No flip-flops, please.

Potty Training

We do not require that children attending the preschool be fully potty trained. Please keep these things in mind for children who are newly potty trained:

- Remember that elastic waisted clothing allows your child more independence as well as speed!
- Soiled clothing will be sent home in a clearly labeled bag. Unfortunately, we do not have the facilities to wash soiled clothing.

Discipline Policies

The goal of any necessary "discipline" or guidance at the GreeneHouse is to promote life-long self-control and self-discipline in children. We want children to learn to make appropriate choices by themselves and not rely on adults to control their behavior for them. In accordance with our goals for discipline, we utilize supportive and fair discipline techniques that help children acknowledge their behavior, make choices about the solution and be

responsible for the consequences. We use positive reinforcement and at no time will any physical discipline techniques or punishment be used as discipline. Natural consequences are the most effective way to encourage appropriate behavior. We use discipline time to help the child make amends for behavior that hurts another friend either physically or emotionally. Through this technique we are able to use the time to help a child learn new ways of communicating their needs and new ways of showing compassion to their friends.

Termination of Care Policy

Please understand that if your child's physical or emotional needs cannot be met by the program, and/or if your child inflicts bodily harm on another teacher or student, we may ask you to take a break from the program. We will make every effort to work with your child and meet their needs. However, we must protect the health and safety of all of the children present in the program. We make every effort to work with our families and love them as well as their children. However, for reasons of safety and integrity we must adhere to the following policies: Additional reasons that we may have to ask a child to take a break from our program include but are not limited to:

- Failure to pay– Tuition that is more than one week late will automatically result in the removal of the child from the program
 - Routine late pick up
- Failure to complete required forms
- Lack of parental cooperation
- Failure of the child to adjust after a reasonable amount of time
- Physical or verbal abuse of any person on the property
- Lack of compliance with Handbook regulations
- Serious illness of child

Arrival and Departure Procedures

Arrival: Arrival time begins at 630 am and remains constant according to each child's individually chosen schedule. Each child must be accompanied into the building by a parent/guardian or authorized adult. Each parent will be given a personal code to use to time their child into and out of the center. This code is considered the parent's electronic signature. Each child must be signed in upon entering the center and the parent must make direct contact with the teacher. Signing in and out is important for the purposes of attendance, safety, and communication. To ensure that your child's belongings stay together, be sure to label all clothing, backpacks, etc. and place them in the child's cubby during their time of arrival. You will also receive a key card to give you access to the childcare building. The first card is free, but if lost, will incur a \$25 replacement fee.

Departure: Each child must be accompanied out of the classroom by a parent/guardian or authorized adult and signed out on a tablet located near the office. Any adult other than a parent or guardian that wishes to pick up a child must be listed on the child's enrollment contract, be 18 years or older and have a valid picture I.D. Staff will check for these requirements before the departure of your child. Parents are expected to pick up their children on time in accordance with the schedule they have listed on their enrollment application. All children must be signed out using their personalized code at time of departure.

Late Pick Up Policy

The centers close at 5:30 p.m. Children are expected to be picked up before that time. For every minute that a child is picked up late a \$1.00 fee will be accrued. This means if you are eleven minutes late to pick up your child an \$11.00 fee will be added to your tuition. Parents are responsible to synchronize their watches with the preschool clock. There is no grace period at the time of close. If a child is picked-up late more than three times their contract may be terminated.

Please be sure to keep all of your GreeneHouse Children's Center contracts, receipts, and contact information for your reference and records. We will make sure to get your annual tax receipts out to you at the beginning of January every year.

The GreeneHouse Children's Center

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Dunlap, TN 37327

423-949-3200

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Center**

6401 State Route 28

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