



**Arches Oak Hills Childcare LLC**  
**6453 Bridgetown Road**  
**Cincinnati, Ohio 45248**  
**513.574.2252**

# Parent Handbook

Dear Parents/Guardians,

We want to take the time to thank you for choosing Arches before and after school/preschool program to take care of your most prized possession, your children. We appreciate the time and effort taken to make the best childcare choice for your family. We take pride in providing high quality, affordable care for your children here at Arches. We are always interested in your feedback and look forward to having you as part of the Arches community.

This handbook is designed to answer any questions you may have. The policies and procedures listed pertain to all families enrolled, and we ask that you refer to this handbook when you need information throughout the year. If you do not find the answer to your particular question, please feel free to contact us at your convenience.

Arches is a licensed facility providing quality care for school age children. We are here to provide services to anyone seeking **high quality, affordable** care.

Again, thanks for choosing US!

## **OUR VISION & MISSION**

The purpose behind Arches is to provide a safe, secure, and nurturing environment for young children to explore, learn, and create, with the guidance of experienced staff. Our objective is to provide each child with developmentally appropriate activities to meet their growing needs cognitively, emotionally, physically, socially, intellectually & spiritually. The campus provides a variety of activities both indoors and out, with space for movement, as well as comfortable areas for quiet rest. Equipment and resources used help reflect your child's range of development and aid in promoting early learning through purposeful play. Arches has been designed for children and is organized in a way that encourages their growing independence and autonomy. Children thrive with parental attention; therefore, we encourage parental participation as often as possible. Our doors are always open and we encourage you to visit at any time.

## **ENROLLMENT BENEFITS**

A child is considered to be enrolled in the center only after the registration fee has been received, the administrator confirms the availability of space, and the required paperwork is received. This includes basic enrollment and health information. Any change to this information must be notified to the administrator immediately so that current information is always on file—this is for the safety of your child. A medical form signed by a doctor or certified nurse practitioner is required to be submitted within 30 days of admission. This medical form must be updated every 13 months.

### **What makes our program special?**

1. Security
2. Trained faculty
3. Outdoor space
4. Snacks are provided for children: morning and afternoon snacks
5. Educated Staff who will provide help with homework

6. Children have free access to computer activities.
7. We provide small ratios for each age group.
8. Children will rotate throughout different groups and activities within the center.
9. Children will stay in the respective age group while receiving care.

## **CLASS SIZE**

Arches will maintain a small classroom ratio. Listed below are the classroom ratios for each age group.

Before and After School: 18:1  
Kindergarten After School: 14:1  
Preschool (ages 3-4 yrs.): 12:1

Though these are the state requirements for ratio, Arches strives to have an 18:2, 14:2, and 12:2 staff ratio at all times.

## **NONDISCRIMINATION**

Arches welcomes families of any race, color, sex, religion, nationality, creed, sexual orientation, marital status, age, or the presence of any sensory, mental or physical disability. The families are not restricted from rights, privileges, programs and activities made available to students at the school. We do not discriminate in any way within the administration of our educational policies, enrollment policies, financial plan or any other school-administered program.

## **HOURS OF OPERATION**

We are open Monday through Friday from 6:30 am to 6:00 pm. Parents or escorts arriving after their pre-determined pick-up time will be responsible for a one time late fee of \$5.00 for the first 10 minutes and an additional \$1.00 each minute thereafter. This fee is automatically assessed to accounts via the school's computer system. It is our responsibility to respect our professional staff of teachers and administrators by completing their work day on time. Therefore, if an emergency situation does arise, please contact us as soon as possible.

## **HOLIDAYS**

Arches will be closed on the dates listed below and will follow Oak Hills school district off days. There are no discounts for the days we are closed. They are considered paid holidays and part of our employee benefits package. These are some of the days, but not all, that the center will be closed.

- Labor day
- In-Service
- Veterans Day
- Thanksgiving Break
- Christmas / Winter Break
- New Years
- Martin Luther King Day
- Presidents Day
- Easter / Spring Break
- Memorial Day

Arches before and after school programs will be closed for the summer; however, there may be summer programs available. Please check with the Director.

\*\* REMINDER: Holiday weeks payment will still be due for the full week of care even if your child(ren) does not attend.\*\*

## **FULL DAY CARE FOR IN-SERVICE DAYS**

Arches will be open for a full day of care on certain in-service days and holidays.

Please notify the Director two weeks in advance if you would like your child to attend the full day. On these days we will ask that parents pack their children's lunch and Arches will provide two snacks. Our hours of operation will be from 6:30am-6pm.

There is an additional \$15 for the first child and \$10 each for additional child for every day in attendance. Arches will not open if there are less than 5 children signed up for the day. If you signed up for care and did not cancel 48 hours prior, you will still be charged for the full amount.

## **ENROLLMENT PROCEDURES**

Enrollment ages are pre-kindergarten through 5<sup>th</sup> grade and will be based upon a two-week trial period. Parents are allowed flexibility in scheduling. You may schedule your child part-time or full-time at your convenience. Parents need to enroll their children for specific days/times in advance, and are responsible for payment for those days/times. The exception to this is the "drop-in child." In this instance, parents can call Arches to see if there is space available on a weekly/daily basis. All children must be fully registered in advance of their first day and must comply with state regulations regarding necessary paperwork. Arches Oak Hills before and after school program requires the following items be on file before we can provide care:

- Emergency Transportation Authorization
- Child Health Record
- Signed Parent Handbook
- Signed Fee and Payment Agreements
- Registration Fee:
  - Before/After School: \$25 for one child \$30(2) \$35(3 & up)
  - Preschool: \$50 per family
- 1<sup>st</sup> weekly/monthly Tuition Deposit
- Required health and enrollment information
- Emergency contact information

## **BUS SERVICE**

If your child goes to an Oak Hills school you can qualify for bus service if your home is within two miles of your school **and** if you live within two miles of Arches. Please call the Oak Hills Local School District transportation school advisor at 513-574-2161 to see if you qualify.

You can also call Paul's Bus Service at 513-851-5089

<http://paulsbusservice.com/>

## **WAITING LIST**

At this time, Arches does not hold spots for future enrollment; however, we will be happy to put your child on a waiting list for full-time enrollment with remittance of the appropriate forms and fees. **The families that return all forms and fees FIRST will receive services FIRST.**

## **EMERGENCY TRANSPORTATION**

Arches will obtain written emergency transportation authorization from each parent or guardian before the child begins attending the program. We will not accept any children whose parents or guardians refuse to grant permission for emergency transportation. If a child is injured and needs treatment immediately, Arches will call 911 for assistance transporting the child. A staff member will go to the hospital with the child, and will take the child's records. The parents will be called to meet the child and staff member at the hospital. The staff member remains at the hospital until the parent arrives or longer if possible.

## **REGISTRATION**

### **-BEFORE AND AFTER SCHOOL-**

Enrollment in Arches requires a registration fee of \$25 for one child, \$30 for two, \$35 for 3 or more children and your completed registration forms. These requirements must be met prior to providing care for your child. These fees are non-refundable.

### **-PRESCHOOL-**

Enrollment in Arches requires a registration fee of \$55 per family. These requirements must be met prior to providing care for your child. These fees are non-refundable.

At the beginning of **each new school year** before September 1, parents must re-enroll their child. Parents are required to complete new registration forms. A newly updated parent handbook will be provided for parents at that time.

## **TUITION POLICY**

Arches operates on non-traditional hours with flexible enrollment. At the time of enrollment you must choose the type of care that best suits your weekly/monthly needs. There are five options from which to choose:

Full-Time Care (5 days/week)

Part-Time Care (1-2 days/week)

Morning School Care

After School Care

Occasional Drop-In

Tuition is due on the Friday before services are rendered and must be paid no later than the close of business on Monday or an additional \$15.00 late fee will be added to your account. Any adjustments for additional hours must be paid with the following week or month's tuition. For children using the "occasional drop-in," fees are due when services are rendered.

*\*\*Please note payments are still due on "holiday weeks" that children are not in school (example: Christmas, Thanksgiving, and Easter) This payment is due even if children do not attend a full day at Arches\*\*\**

All families will receive a monthly invoice (if asked for) regarding the amount they have paid in childcare to date. Tuition can be paid by check, or money order and checks need to be made payable to Arches. There is a \$25.00 service charge for returned checks. After your 2nd returned check we will no longer accept your check. No credit is given for missed days, and if your child is going to be absent you still must make payment on time.

## **TUITION FEES**

### **-BEFORE AND AFTER SCHOOL-**

**A** Registration Fee of \$25.00 per child is due upon enrollment and an additional \$5 for each additional child. Please note that if your child enrolls in more than one program there is a \$5 discount.

<u>Weekly Before School Care (1-5 days/wk)</u>	<u>Weekly Rate</u>
School – Age Children	\$40/\$14day

<u>Kindergarten Care (11:30 – 3:30pm)</u>	<u>Weekly Rate</u>
School – Age Children	\$45/\$15day

<u>Weekly Afternoon Care (1-5 days/week)</u>	<u>Weekly Rate</u>
School - Age Children	\$50/\$17day

<u>Delayed Start / Drop-Off Care / Full Day(if available)</u>	<u>Daily Rate</u>
School - Age Children	\$15

### **-PRESCHOOL-**

**A** Registration Fee of \$55.00 per family is due upon enrollment. Please note that if your child also enrolls in another program, or if you decide to enroll a second child, there is a 10% discount for the program.

If a **receipt** is needed in the case of fsa or for tax purposes please have all forms completely filled out so they can be signed when you bring them in. If a monthly/yearly receipt is needed please request that from the Director in advance. In the case of needing a receipt or form mailed to yourself or anyone else, Arches will need stamped and preaddressed envelopes.

## **REASONS TO NOTIFY**

**W**e welcome all calls from parents for any reason. However, please contact Arches as soon as possible if any of the following occur:

- If your child is going to be absent.
- If someone other than a parent or guardian is going to be picking up your child.
- If information on enrollment forms change.
- If you will be somewhere different during the day.
- If your child has contracted something that is highly contagious (strep throat, head lice, pink-eye, etc...)

## **SAFETY POLICIES & PROCEDURES**

**Y**our child's safety is our number one goal and concern at Arches. We strive to allow your drop-off and pick-up of your child with speed and convenience. Each child's account is allowed up to six different authorized escort lists for additional people that may pick up your child. In addition, the following policies are strictly enforced. Front entrance is the only entrance to be used by all guardians and visitors for security reasons. Children will not be released to individuals unless a parent has given written permission, or the name is listed on the authorized escort list on the enrollment forms. We ask that anyone whom has never picked up your child before have an I.D. card on hand and sign the sign-in/ sign-out sheet in which you must sign every day.

Custody Issues: If there is custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny access to a child without proper documentation.

In case of emergency evacuation of the center, we would be at the Library or Dulles Elementary.

### **SAFE SCHOOL PROMISE**

**B**ecause Arches is dedicated to the growth and development of children, it is our goal for all of our students, staff, and families to feel safe and secure while on school grounds. In order to maintain this type of environment for all, we have a Non-Violent Play Policy. Arches will not promote or tolerate violent play and will discourage it at school. Likewise, Arches has a no weapons policy. Items/toys, which may look like a weapon or may be considered unsafe, cannot be brought to school. If such an item is brought to school, the staff will keep the item until the end of the day and will speak to the adult picking up the child. Thank you in advance for helping us keep Arches a safe environment.

### **HEALTH**

**T**he state of Ohio requires a complete updated copy of your Health Information Form. Upon full-time enrollment you will need this information to be completed.

**Illness:** To assure that your child receives the best possible care, staff members receive training and are certified in a course for the management of communicable diseases. Upon arrival each day, teachers will mentally note your child's well being. If at that time or any time during the day, your child is observed with any of the following signs and/or symptoms of illness, attempts will be made by the director to have the child picked up from school. The child will be separated from the class and given a clean cot and with supervision.

- Temperature of at least one hundred degrees Fahrenheit when in combination with any other sign or symptom of illness. Temperature shall be taken by the axillary (armpit) method with a digital thermometer. The thermometer shall be sanitized after each use.
- Diarrhea (three or more abnormally loose stools) within a twenty-four hour period
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
- Untreated, infected skin patches, unusual spots or rashes
- Unusually dark urine and/or gray or white stool
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestations
- Sore throat or difficulty in swallowing
- Vomiting more than one time or when accompanied by any other sign or symptom of illness

Parents or designated emergency persons will be called to pick-up children who exhibit any of the above said symptoms during the course of the day. Children who are sent home **MAY NOT** return until free from symptoms for at least 24 hours or on approval from a licensed physician. Children who are receiving fever-reducing medicine are not considered fever free; therefore they are not permitted into Arches. A child who is experiencing minor common cold symptoms or who does not feel well but is NOT exhibiting any of the above symptoms will be considered a mildly ill child. Each teacher, in consultation with a Director, will decide as to whether or not parents are notified or keep the child with the group. The child will be observed for a worsening condition.

Arches will notify all families of diagnosed cases of exacting communicable diseases such as chicken pox, strep throat, thrush mouth, pink eye, etc. by posting notice on the front door.

## **INCIDENT & INJURIES**

**Accidents:** Arches daily program allows children to engage in gross motor activities; occasionally, children fall down and hurt themselves. According to ODJFS policy, an incident/injury report will be completed. A parent must sign the incident/injury report, retaining one copy. A second copy will remain in your child's file here at Arches. We encourage you to ask any questions that you may have regarding any incident/injury accidents to the lead teacher, Director or Administrator.

## **MEDICATIONS**

**Medication may be administered under the following conditions:**

**CONSENT:** An Authorization for the Administration of Medication must be completed before ANY medication is dispensed.

**PRESCRIPTION MEDICATION:** All prescription medication must be in its original container and properly labeled with your child's full name, date prescription was filled or medication's expiration date and legible instructions for administration, such as manufacturer's instruction or prescription label. School children will be allowed to carry and administer their asthma medication under school guidance.

**NON-PRESCRIPTION MEDICATION:** The following classifications can be given with written parental consent only as to the dose, duration, and method of administration specified on manufacturer's label for the age or weight of the child needing medication. The following is a list of acceptable non-prescription medication:

1. Antihistamines
2. Non-aspirin fever reducers/pain relievers
3. Decongestants
4. Anti-itching ointments or lotions, intended specifically to relieve itching
5. Sun screen

**UNLISTED NON-PRESCRIPTION MEDICATION:** A physician's authorization is needed for non-prescription medication that is not included in the above list, or if it is to be taken differently than indicated on the label or lacks labeled instructions.

**UNUSED MEDICATION** will be returned to the parent or properly disposed.

Children needing food supplements or modified diet should speak to the administrator and your child's needs will be addressed on an individual basis.

## **PERSONAL ITEMS**

**What you DO** need to bring from home: Please make certain that **ALL** items are labeled with your child's first and last names.

### **3 years – school-age**

- 1 change of clothing (if needed)
- Outdoor items as needed: sun block, jacket, hat, gloves, snow boots
- Backpacks

Arches does not assume responsibility for loss or damage to any personal possessions or clothing children bring to the center other than mentioned in the, "What you **DO** need to bring from home" list. We ask that all toys, dolls, purses, jewelry, balloons, games, money, valuables, sweets, sodas and such be left at home. We engage in peaceful play and encourage sharing. However, there are special "show and tell" or "share" days in which children may bring in one (1) item from home to share with their classmates. Teachers are responsible for notifying parents and children of these days. If your child has a security item that they sleep with (blanket, stuffed animal, for example) these items may be brought every day.

Items that are **NEVER** to be brought from home:

- Toy guns or toy knives
- Pretend weapons of any kind
- Chewing Gum

## **CLASS ROSTER**

**P**arents may grant or deny permission to have their telephone number and address included on the class roster. Class rosters will be made available to all families with children in Arches.

## **DISCIPLINE**

**A**rches staff understand that many behavior problems can be avoided through the use of appropriate management skills and techniques. When problems or conflicts do arise, it is our policy to work with the child to find a solution through the use of problem solving techniques. While this works to solve the immediate problem, it is also intended to teach the children communication and problem solving skills, which they can eventually begin to use independently. All children at Arches will be treated with dignity and respect. Behavior techniques that are used will be used in the following order:

- Setting limits
- Redirection with positive reinforcement of correct behavior
- Intervention with correction of inappropriate behavior
  - “When... Then” statements
- Take a Break \*\*
- Letter in writing of inappropriate behavior (must be signed and returned)
- Director, Teacher, Parent, Child Conference
- Phone call of inappropriate behavior and parent/ guardian must come to center immediately
- We ask that you willingly withdraw your child from Arches
- Termination of care

\*\* **Take A Break:** The child is separated from the group for a *child-regulated* period of time. This technique is used **only** when a child is exhibiting *temper tantrum* type behavior or *hurting self, others, or equipment*. When the child shows that he/she is ready to demonstrate acceptable behavior, the child is encouraged to join the rest of the group and try again.

If all these behavior techniques are used within one week, Arches reserves the right to suspend or terminate care immediately. Please note: If your child is suspended, your account will not be credited for the days missed; your regular invoice should be paid in full. Arches staff will make every effort to work with parents on behavior problems. Although, we will not let other children suffer due to behavior problems from one child. Guidance and management techniques apply to all employees.

## **ARRIVALS & DEPARTURES**

**P**lease drop off children in a timely manner. Upon arrival or departure make sure to sign the sign in and out sheet. If the parent or guardian will not be picking or dropping off the child please notify center.

## **FIELD TRIP/ROUTINE TRIP PROCEDURES**

**F**ield trips/Routine trips may be scheduled for children who legally and safely can walk to the library. All field trips will be walking field trips. A child will only be permitted to attend a field trip/routine trip if his/her parent has completed a written permission slip for the trip. A teacher who has a complete and valid Red Cross First Aid training will accompany all groups going on field trips/routine trips. For field trips, all children will wear a nametag, which will include the school name, address and telephone number. All staff/child ratio requirements are maintained while on field trips. All children will be supervised on field trips. A complete first aid kit, emergency medical authorization forms and any necessary health forms are taken on all field trips/routine trips.

## **WEATHER POLICY**

On rare occasions, it may be necessary to close the center due to weather conditions, we will follow the Oak Hills School District for Weather Emergency Off Days, when Oak Hills is closed we are closed. We will make every effort to open our doors at the normal time during inclement weather. If circumstances should arise, watch any local television or radio station for closing information and follow the Oak Hills Local School District closing information.

## **OUTDOOR PLAY**

All children will have an opportunity to play outside each day. We have five acres and plenty of outdoor equipment for them to enjoy and get active. In times of inclement weather, rain, sleet, heat or smog emergencies, snow and temperatures above 90 or below 33, we will not be participating in outdoor activities.

## **HOLIDAYS & BIRTHDAYS**

At Arches we strive to respect the beliefs of everyone in our program and provide an environment of acceptance for all children. All birthday items may be sent to the center as long as there is enough for each child in the classroom. We encourage parents to attend all parties.

## **MEALS & SNACKS**

Food and nutrition are an important component of a child's development. Arches will provide breakfast and a snack (one in the morning and one in the afternoon). These snacks are based on menus developed in coordination with daily required nutritional values as determined by ODJFS. Menus are posted in each classroom and copies are made available on Friday afternoons for the coming week. Food allergies **MUST** be disclosed at the time of enrollment. Any and all necessary forms must be completed to appropriately address any outstanding health concerns.

**Breakfast**      **7:30 – 8:30**      **Snack 1**

**Lunch**            **11:40**

**Afternoon**      **3:30**                    **Snack 2**

All parents and guardians are invited to come and eat any of our meals with their child. We do ask that you do not bring food into the center if there is not enough to share with your child's class. If you do join your child(ren) for breakfast or snack, we have a special table for you to enjoy your time together.

## **PARENT CONFERENCES**

Teachers are available to meet with individual parents to review each child's progress throughout the year. At any time you feel it would be helpful to have a conference pertaining to your child, please call the Director to make an appointment. Conferences may be scheduled at any time.

## **PARENT INVOLVEMENT**

Parents are welcomed to enjoy the center and come to parties or special events. This can include walking field trips to the library and staying for a quick snack.

## **VISITORS**

Parents may visit the facility any time during our regular hours of operation. Please check in at the office and let us know of any visitor/family member that will join us during your child's day.

Visitors must check in first at the office before moving to a classroom and obtain a visitor's badge. Badges can be returned as visitors check out at the end of their stay.

## **CHILD ABUSE REPORTING**

State law requires that any employee of a childcare center report any suspicion of child abuse or neglect.

## **WITHDRAWAL**

**C**lients who wish to discontinue childcare service with Arches must give two weeks written advanced notice of withdrawal. Your child's withdrawal date will be considered to be two weeks from the date notice is given, and you will be billed accordingly regardless of actual attendance. Since payments at Arches are not prorated per day, two weeks tuition will be due from the time notice is given.

If your child is *withdrawn without notice*, three weeks tuition will be charged from the child's last day of attendance.

Your child will be considered *withdrawn without notice* if you do not inform Arches of any absences in excess of 2 week excluding holidays. Please inform us (in advance if possible) of any absence.

## **TERMINATION OF SERVICE**

**A**rches reserves the right to reevaluate any child's continued participation in the program that have special needs that cannot be best met by the center or that may be detrimental to the health or progress of other children. Arches under these circumstances will request withdrawal of the child from the program. The center will be happy to recommend suitable alternatives that may better suit the child's needs. Unless the child is an immediate danger to himself or those around him a two weeks notice will be given, should the center request withdrawal of the child from our program.

**BY SIGNING THIS PAGE YOU  
HAVE AGREED THAT YOU  
HAVE READ THE POLICIES  
AND PROCEDURES WITHIN  
THE PARENT HANDBOOK  
- THANKS**

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Signature of Parent/Guardian

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Date

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Signature of Parent/ Guardian

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Date

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Telephone# (s)

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Email Address