

PARENT HANDBOOK

Center Information



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Contents

Welcome	4
Mission and Philosophy	4
Staff.....	4
Enrollment and Admissions	4
Tuition Rates	5
Hours of Operation	6
Curriculum.....	6
Calendar/Holidays.....	7
Class Size	7
Communication.....	7
Photo/Video Policy.....	8
Arrival and Pick-Up.....	8
Snacks and Meals.....	8
Napping and Child Sleep Patterns.....	8
Diapering and Toilet Training Procedures	9
Cleaning and Sanitizing	11
Safety and Emergency Procedures	11
Contact/Family Information.....	11
Custody	11
Severe Weather	12
Separation Anxiety.....	12
Health Policies and Illness.....	12
Accidents/ Injuries	13
Biting/Hitting/Tantrums.....	14
Discipline	14
Expulsion	15
Reporting Suspected Child Abuse and Neglect.....	15
Prohibition of Alcohol, Tobacco, Cannabis, and Illegal Drugs	15
Lost and Found.....	15
Nondiscrimination Notice	15
Childcare Center License.....	16
APPENDIX A: EMERGENCY PROCEDURES	17

Welcome

It is a privilege to welcome your family to Discovery Playtown! We are grateful for the opportunity to join you in the education of your child.

The purpose of this handbook is to facilitate your understanding and involvement in the education and care of your child at Discovery Playtown. It is important that parents review the policies and practices in this handbook so that you and your child(ren) have the best experience possible while with us.

Mission and Philosophy

Our mission is to provide every child with a quality early childhood experience. Our staff views education as a partnership between parents and teachers. We strive to create a safe, nurturing, and developmentally appropriate environment that promotes social, emotional, intellectual and physical growth, as well as a love of learning. We believe that children learn best through play and hands on experiences. We believe in empowering children by offering them opportunities to make decisions and solve problems. It is our goal to instill children with confidence in their abilities and establish lasting relationships with teachers and peers.

Staff

Each staff member is dedicated to the growth and well-being of your child as they guide them to develop socially, emotionally, intellectually and physically. Feel free to reach out to our team with questions or concerns.

Owners

Ted Peterson ted@discoveryplaytown.com

Owner/Center Director

Beth Peterson beth@discoveryplaytown.com

Assistant Director

Jennifer Reinholtz jennifer@discoveryplaytown.com

Enrollment and Admissions

Discovery Playtown cares for children twelve months to nine years of age. We encourage parents to set up a tour of our facility before signing children up for the first time. Tours can be scheduled by calling us at 425-437-0001. To be admitted all families must fill out required registration form online, a medical registration form and a signed copy of our parent policies. We must also have on file each child's health history including known allergies and required medications as well as an up-to-date Certificate of Immunization Status Report or a certificate of exemption signed by a doctor. Parents and guardians are always welcome to visit our facility at any time to view the spaces and classrooms your child will be using. All visitors must be escorted by an employee.

Children's information will be updated at least once per year at the time your annual family registration fee is due or when renewing a contract. Immunization records will be checked several times per year to ensure they are up to date. You will be notified if we need updated immunization records or if your child is missing any required immunizations for his/her age. Please bring a copy of the doctor's report for any new immunizations your child receives while in our care. Children's enrollment information is kept in a child specific file that parents or legal guardians may request access to at any time, unless barred by court order. Teachers and staff interacting with the child will have access to any information in the child's file that will assist them in caring for the child.

Tuition Terms

Full day and half day contracts for 3 to 5 days per week are available. Less than full-time contracts are based on capacity and may not be available for rooms which are full and/or which have families in need of full-time care on our waiting list. Please see our website or rate card for current rates. All tuition rates are adjusted twice yearly in November and May to keep pace with cost of living raises for our staff and facility expenses.

Tuition is due by the first of each month and automatic payments are required, payable by either ACH transfer from a bank account, or by credit card. Credit cards incur a 3.5% processing fee. Failed ACH or declined credit card fee: \$35. Accounts which remain unpaid by the 5th of the month incur a \$25 late fee. If the account remains unpaid by the 10th of the month, services will be suspended until the account is brought current.

Tuition covers a calendar month. Credit is not given for closures due to holidays, staff training days, inclement weather, illnesses or family schedule. Once paid, tuition is non-refundable. For full-time, 5-day contracts only: After 12 months of attendance with tuition paid current, families may schedule up to five consecutive vacation days in one month, and after 24 months, up to five consecutive vacation days in each of two months, and receive a vacation credit equal to 25% of the monthly rate for each child with the following month's billing.

Initial contract rates are guaranteed for the lesser of: a) 12 months from the date of first attendance, or b) The date the child ages out of the original rate. Monthly rate will change to the then-current rate for the applicable age group beginning on the first of the next month after child's birthdate. No prorations are either offered or charged. Contract rates are updated twice per year, in November and May.

Half-day and less than 5 days per week contracts are subject to bumping. If this need arises, we will give you a minimum of two weeks' notice prior to the end of the month, and also give you the first opportunity to increase your contract to hold your spot. Your child's spot will always be held until the end of the calendar month. No tuition credit will be given if you choose to resign earlier. If we expel a child, no refunds will be given under any circumstances.

For immediate, mid-month enrollments, the registration fee and monthly tuition are due in advance. If first day is in the first half of the month, 100% of tuition is due. If the first day is in the second half of the month, 50% of the tuition is due.

We accept DSHS payments. Monthly copays are due on the first of the month and can be paid by ACH, credit card or cash. A current authorization must be on file before the start of care. You are responsible for the monthly co-pay as determined by DSHS. Automatic payments are required, charged on or about the 1st of each month. ACH transfer from a bank account is free. Credit cards incur a 3.5% processing fee. Failed ACH or declined credit card fee: \$35.

Hourly rate tuition is also available based on daily capacity and is charged at pick-up each day, billed by the minute based on hourly tuition rates for your child's age group. Additional fees may include meals and pull ups used while the child is in our care.

A \$50 annual family registration fee is due at the time of enrollment. This fee is non-refundable once paid, and will be automatically added to the monthly tuition bill on the first of the month following each 12 months of enrollment.

Standing reservations can be made on a month to month basis. We will renew standing reservations on a space available basis. Standing reservations are charged the hourly rate with a \$10 cancellation fee for no call/no show. Please call the center at 425-437-0001 to notify the front desk if your child will be absent to avoid the cancellation fee.

Hours of Operation

Care is offered from 7:00am to 5:30pm on Monday through Friday. Students can stay for a maximum of 10 hours per day. We can accommodate a limited number of walk-ins and encourage reservations to ensure a spot for your child. Please call ahead for day of changes or walk-ins.

Curriculum

Our curricula are designed for children ages 12 months to 9 years of age. We have toddler, preschool-age, and school age classes. Our teachers plan monthly themes that coincide with seasons and holidays as well as student interests and stories. Children are introduced to activities which develop gross and fine motor skills, cognitive abilities, cooperation, sharing and other social skills. Children are immersed in a language rich environment that introduces them to many pre-academic skills, such as letters, numbers, colors, shapes, and vocabulary development. The daily schedule includes circle time, free choice play, arts and crafts, dramatic play, story time, and indoor games. All of our learning is play-based, keeping fun at the center of everything we do.

Water play is offered during the summer months through the use of a water table and sprinkler in our outdoor area. You will be notified in advance of which day/days to send a swimsuit or change of clothes for water play. Children are supervised by their teachers. Water tables are emptied and sanitized daily.

A sample daily schedule (please ask your classroom teacher for a more specific daily schedule):

7:30-9:15 – Open play in the playtown, sensory bin or art activities

9:15-9:25 – Clean up, potty break

9:25-9:55 – Outdoor play or Circle Time

9:55-10:25 – Morning Snack or Outdoor Time

10:25-10:45 – Circle Time or Morning Snack

10:25-11:15 – Dramatic play, art activities, open stations (math, science, literacy)

11:15-12 – Clean up, potty break and wash hands. Lunch

12-2:00 – Rest Time/Quiet Time

2:00-2:15 – Potty break, wash hands

2:15-2:30 – Afternoon Snack

2:30-3:00 – Outdoor Play

3:00-4:00 – Open play in playtown, open stations, sensory bin

4:00-4:30 – Story Time

4:30-5 – Clean up, potty break, wash hands, and snack time

5-5:30 – Story time, table games

Calendar/Holidays

Discovery Playtown will be closed for certain holidays including:

New Year's Eve/Day – December 31-January 1

President's Day – Monday, February 17, 2020 – Teacher Inservice

Friday before Memorial Day – Teacher Inservice – May 22, 2020

Memorial Day – May 25, 2020

Independence Day – Observed, Friday July 3, 2020

Last Friday of August – Teacher Inservice Day (Aug 28, 2020)

Labor Day – Monday, Sep 7, 2020

Veteran's Day – November 11 – Teacher Inservice

Thanksgiving Day Holiday – November 26-27, 2020

Christmas Eve and Day – December 24-25

In the event we need to close on any days not published here we will make every effort to inform you via email as well as through our website and Class Dojo.

Holidays are celebrated in the classrooms through themed activities leading up to the holiday and often a special party with games and special holiday food on or as close to the holiday as possible. Parents will be notified through our monthly newsletter about upcoming celebrations and what will occur during the classroom celebrations. The holidays celebrated include: Valentine's Day, Easter, Mother's Day, Father's Day, 4th of July, Halloween, Thanksgiving, and Christmas.

Class Size

We follow Washington State law regarding class size and ratio. The toddler room has a ratio of 1:7 with a maximum of 7 children in the classroom. The preschool classes have a ratio of 1:10 with the Tree House classroom at a maximum of 16 children and the Town Square at a maximum of 20 children. The school age class has a ratio of 1:10 with a maximum of 10 children.

At the beginning and end of the day when fewer children are present, classes may be mixed. Teacher:child ratios will always remain at the ratio for the youngest child in the group. School Age and preschool classes may mix or toddler and preschool classes. Any toys or materials that are not appropriate or provide a danger (such as choking hazards) to the younger age group will be removed or otherwise closed off from use while the classes are mixed. Children going into a classroom that is not their own will be given a brief explanation of the rules and classroom procedures by the lead teacher before entering the room.

Communication

Updates on our themes, special activities and school closures will be regularly posted on our website:
www.discoveryplaytown.com

You can call to reach our front desk at: (425) 437-0001

Staff members, director or owners can be reached via email at: admin@discoveryplaytown.com

Updated: 11/2019

Children regularly attending our program by contract or standing reservation will receive monthly newsletters, email updates from the director, and individual progress reports twice a year in January and May. These families may also sign up to utilize the Class Dojo app to receive pictures and updates several times a week about what their child is doing and learning in the classroom. This app is open to parents at our center only and cannot be viewed except by invitation.

Photo/Video Policy

Photographs/video of my child(ren) may be taken during their stay at DPT, to be used solely for the purposes of DPT promotional material, website, and publications and/or the Class Dojo app. No personal information (such as names) will be associated with these pictures. I will make no monetary or other claim against DPT for the use of the photographs/video. Parents may opt out of this by indicating it on the parent policies form when they sign it and notifying the front desk. Notes will be made to the child's file that are visible on the check in screen when the child is in our care. This will be checked anytime photos/videos are being taken for marketing purposes and these children will not be included in the photos/videos.

Arrival and Pick-Up

All children must be checked in and out at the front desk using the iPad. Once you have checked your child in or out, please walk to his/her classroom to drop off or pick up. Please be ready to present your photo ID to our front desk staff upon pick-up, unless staff already recognize you by sight. Children in our care will only be released to authorized adults, so please be sure to call and notify us if someone else is picking-up your child so that we can update your authorized adults.

Snacks and Meals

A morning snack, an afternoon snack and a late afternoon snack are provided each day and are included in your childcare tuition. Snacks are two component snacks, meaning at least 2 of the 4 food groups are included in the snack. Examples include: yogurt and crackers, string cheese and veggie straws, canned peaches and pretzels. Weekly menus are kept in the kitchen/dining room and can be viewed on request.

Lunch will be served each day between 11am-12noon (Please see your child's classroom schedule for exact times). Parents may either pack a lunch or order lunch from Panera Bread through us for their children. Any child who is with us during lunch times and does not have a meal packed will be provided one from Panera Bread with the fee added at the time of pick up. If bringing food from home please ensure it is a balanced and healthy meal option for your child – if teachers feel what a child has brought from home is insufficient we will provide a meal and charge it to the child's account. **Please note we are a nut-free facility.**

If your child is present between 7-8am, we will serve them breakfast at your request. Please provide breakfast food for your child if you wish for them to eat breakfast with us.

Meals served are ordered from Panera. Parents notify us of meal choices at drop-off. Examples include:

Lunch: Grilled Cheese and apple slices, or chicken noodle soup and yogurt

Napping and Child Sleep Patterns

Daily nap time is offered in our toddler room and our 2s/3s classroom (Town Square) after lunch, and a daily quiet play time is offered to our 4s/5s classroom (Tree House). Children in classrooms that nap are expected to bring a crib sheet or rest mat sheet and a blanket. These must be taken home once per week on Friday (or your child's last day of the week to attend) to be laundered and returned the following Monday.

In classrooms that nap, children are expected to lay down on their mats and teachers may help them settle down to sleep by rubbing backs, putting on blankets, or other soothing techniques. Children's sleep patterns vary from child to child and change as they grow and develop. If after lying on their mat for no more than 1 hour, the child is still awake, the teacher will provide a quiet activity either on the child's mat or in the classroom for the child. At the end of nap time, the lights are turned on, and any sleeping children are allowed to wake up naturally.

If a child in any classroom acts tired and wants to lay down to sleep, a mat or other cozy area will be offered for the child to rest. If a child falls asleep, they will be allowed to remain sleeping until they wake up naturally.

Diapering and Toilet Training Procedures

Toilet Training

When dropping your child off at Discovery Playtown make sure to tell our front of desk staff where you are in the process of toilet training. If your child is in a pull-up or underwear and how well they are able to communicate their needs to staff are topics to address at drop-off, this way our staff can meet your child where they are in the process. Accidents will happen. Make sure to pack 2 or 3 full changes of clothing with your child. Our staff will help your child clean up after any accident and change into clean clothes. Soiled clothes will be placed in a plastic bag and put with your child's belongings. All children will be taken to the bathroom every 2 hours. If accidents are occurring 2-5 times a day over more than one day with us, we may recommend going back to a pull up or diapers and trying again at a later time.

When a child needs assistance in the bathroom, we will encourage children to do as much for themselves as possible. We start with verbal directions if needed, then help only if the child needs it. (e.g. help with buttons if needed but let the child pull down their own pants; hand toilet paper to the child, but let them wipe if they can, etc.) For this reason, dressing children in clothes that they can handle themselves is important.

Gloves are always worn by staff when assisting a child in the bathroom. If a child needs assistance, the bathroom door is always left open. After using the bathroom children and staff are required to wash their hands before returning to play.

Bathroom Accidents

If a child who is not wearing a diaper or pull-up becomes wet or has a bowel movement our staff will follow the procedures below:

Take the child to the bathroom immediately – always keep bathroom doors open. Ask assistance from another staff member to section off and clean any soiled area in the classroom.

Put on gloves. Assist the child in removing wet or soiled clothing. If it is a bowel movement, dump as much of the solid matter into the toilet as possible. Place clothes in a plastic bag to be sent home with the child.

If wet, give the child a baby wipe and encourage them to wipe the wet area. If bowel movement, staff will need to assist the child in wiping clean. Staff member removes gloves and washes hands after wiping.

Give the child their clean "back up" clothing and encourage them to put them on. Help only as needed.

Both staff and child wash hands before returning to play.

Diapering and Toilet Training

Diapers and Pull-ups will be checked at a minimum, every 2 hours. If a child has a wet or soiled diaper or pull-up they must be immediately changed.

The following are our standard diapering procedures for staff:

1. PREPARE

Cover the diaper changing surface with disposable liner.

Gather your supplies: Gloves as well as extra pull-ups and wipes can be found in the changing table in the toddler room and in the plastic boxes on the bathroom shelves. Children should have their own diaper/pull-ups and wipes in their bag of personal items.

Always wear gloves.

2. CLEAN CHILD

Place the child on changing table and unfasten diaper or pull-up.

Clean the child's diaper area with disposable wipes. Always wipe front to back!

Keep soiled diaper/clothing away from any surfaces that cannot be easily cleaned. Securely bag any soiled clothing.

3. REMOVE TRASH

Place used wipes in the soiled diaper.

Roll diaper tightly and discard the soiled diaper and wipes in the diaper pail.

Remove gloves and wash hands.

4. REPLACE DIAPER

Slide a fresh diaper under the child and fasten the diaper and dress the child.

If the child has a pull-up help them put their legs through the leg holes. Carefully put the child on the ground to help them pull it on the rest of the way.

Put pants or any other clothing items back on child, allowing them to do everything they can themselves.

5. CLEAN UP

Ask child to wash their hands and help them out of the bathroom or ask them to wait until diaper area is clean.

Remove liner from the changing surface and discard in the trash can.

Wipe up any visible soil with neutral cleaner and a rag.

Using a new rag, spray the surface with water and wipe down.

Wet the entire surface with disinfectant; make sure you read and follow the directions on the disinfecting sanitizer spray.

Wash your hands thoroughly with soap and water.

Cleaning and Sanitizing

We are committed to providing a clean and healthy environment. Carpets are cleaned at a minimum twice a year. The carpet will also be spot cleaned and sanitized immediately when an area is visibly soiled. Tables, chairs and countertops are cleaned throughout the day as needed. Tables are cleaned after every meal and at the end of each day. Toys are washed and sanitized on a schedule at least once per week. Items put in or near a child's mouth will be immediately removed from the play area, and then cleaned and sanitized before it is placed back in the play area.

From time to time, injuries or bathroom accidents require us to clean up blood or bodily fluids. To prevent exposure of staff or children to blood or bodily fluids, the following steps will be taken:

- Staff member who sees the blood or bodily fluids will keep children clear of the area and call for help.
- Director or other staff member will come to assist with cleaning. They will bring all cleaning supplies necessary – gloves, rags, paper towels, plastic garbage bag, neutral cleaner, sanitizer, and absorbant granules as needed.
- Fluids will be covered with absorbant granules or wiped up paper towels. Used paper towels should be placed in the plastic garbage bag. Granules will be thoroughly vacuumed when dry.
- Area will be cleaned with neutral cleaner and then sprayed with sanitizer and allowed to air dry.
- Gloves will then be placed in the plastic garbage bag and it will be tied off and double bagged for immediate disposal in the outside dumpster.
- Staff will continue to keep children clear of the affected area until the sanitizer has had 2 minutes to air dry. Use of signs or physical presence will be used to ensure children stay clear of the area.

See our Health Policy and Bloodborne Pathogen Exposure Plan for more details. Both available at our front desk.

Safety and Emergency Procedures

Our entire staff is first aid/CPR certified. We make every effort to maintain a safe environment for the children in our care. We schedule and practice emergency drills and each staff member is trained with a plan of action in the event of an emergency. Emergency supplies are kept on site. Please see Appendix A for detailed information. A full copy of our emergency procedures is available at the front desk.

Contact/Family Information

If you should move or change your phone number and/or address, you must notify us so that we can update your account. Having your most current information is important to ensure we can contact you if needed.

It is helpful for our teachers to know when family situations change such as separation, divorce, remarriage, a new baby, serious illness, etc. These changes may affect your child's mood or behavior at school and the teachers can help your child more effectively when informed. All such information will be kept confidential and only be shared with staff members who work with your child and need to know.

Custody

In most cases, when parents are separated or divorced, both parents continue to have equal rights where their children are concerned. If you have a court order that limits the rights of one parent, a copy of the court order must be on file at Discovery Playtown. It must be understood that Discovery Playtown cannot legally prevent a biological parent from picking up their child unless a court order states otherwise.

Severe Weather

The decision to close the school for any reason is for the safety of the children and drivers traveling to and from school in adverse weather conditions. In the event of severe weather, listen to your radio or television for an announcement pertaining to the Tahoma School District. You can also find this information on the internet at www.tahomasd.us. If Tahoma School District is closed for the day, then we will most likely be closed for the entire day.

Separation Anxiety

The process of separation from a parent as the child enters and attends preschool is one of the most important accomplishments of the preschool child. Some apprehension in new surroundings is normal for children as well as parents and separation can be difficult. The process requires much parental patience and consistency. Be assured that the staff will be positive and supportive as you and your child adjust. Prepare your child and tell them what to expect. Remind your child that you love them, they will be safe, they will have fun, and that you will be back to pick them up.

Our staff suggests the following guidelines regarding separation anxiety:

- Place emphasis on what the child will be doing, rather than what your activities will be while he/she is in school.
- Tell the child when you are leaving. Do not sneak off.
- Avoid prolonged good-byes. It is best to say a loving “good-bye” to a tearful child and then leave. You will be called if your child does not stop crying within 30 minutes.
- Ask the teacher for help in separation. The staff has experience in calming children who are upset. If you think your child might run after you, let the teacher know and they will make sure your child stays safe while you leave.
- Do not peek in the classroom or stand in the hall to see how your child is doing. If your child sees you he/she will likely start crying all over again. You are welcome to call the Discovery Playtown at 425-437-0001 to find out how your child is doing.

It is important to point out that sooner or later after the initial successful adjustment to school is made, many children want to test the limits of not going to school. Expect lapses from time to time and feel free to ask for help when needed.

Health Policies and Illness

Your child’s health is important to us. It is vital that we have your child’s health history and current emergency contact information on file. It is also helpful if your child’s teacher is aware of any special situations concerning your child. You can notify the teacher during drop-off, by calling us or via email. A physical examination of your child should be completed each year. Parents are encouraged to arrange for a physical exam for the child if he/she has not had regular health care or a physical exam within one year before enrollment.

Parents must present proof of full immunization upon admission. An immunization exemption form signed by your child’s physician will be accepted in place of full immunization for children with allergic reactions to immunizations or other valid reasons the child cannot be immunized.

For the protection of your child and others at Discovery Playtown, keep your child home when they exhibit signs of illness. If your child is sick and will be absent, call Discovery Playtown at 425-437-0001 to let us know. Visibly sick children will not be admitted.

Children will be observed for signs of illness. Children with minor illness will not be discharged as a routine policy. In case of more severe illness, the child will be separated from other children and properly attended to until arrangements can

be made with parents to remove the child from the center. Children will be sent home or should be kept home if any evidence of the following is present:

- Fever of 100 degrees or higher (forehead thermometer): Please wait a full 24 hours after the fever has broken to let your child return to school.
- Vomiting or Diarrhea: Child can return to school 24 hours after the last symptom.
- Sore Throat, headache or earache with a fever or 100 degrees or higher (under arm)
- Any Unexplained Rash
- Discharge from eyes or ears, or profuse nasal discharge
- Lice or nits
- Signs of irritability or confusion
- Fatigue that limits participation in daily activities

If a child is too tired and exhausted to participate in the normal daily routine, has a constant cough, or has an excessively runny nose we may ask that you come and pick up your child.

Symptoms of Childhood Disease: If your child receives a diagnosis of a contagious disease, the health department must be notified and we will inform other parents with children at the center. Your child will remain anonymous in that communication. It can be extremely important for some families to know if their child may have been exposed due to more serious health concerns in their family. Your help in communicating with us in a timely manner is appreciated.

Contagious diseases include but are not limited to the following:

Strep throat	Whooping Cough(Pertusis)	Chicken Pox	Tetnus
Tuberculosis	Animal Bites	Foodborne or Waterborne Illnesses	

Prescription medications will be distributed from original containers only as specified on the prescription label or otherwise authorized by a physician or other person legally authorized to prescribe medication. Nonprescription medication (antihistamines, non-aspirin fever reducers/pain relievers, non-narcotic cough suppressants, decongestants, anti-itching ointments or lotions intended specifically for use in the diaper area of the child, and sun screen) shall be disbursed from the original container as authorized by a parent or guardian only if the label gives instructions for use for the child's age; otherwise authorization from physician will be required. Medication will be given only at lunchtime and only if a medication permission form is on file with the center.

See our full Health Policy available at our front desk for more detailed information.

Accidents/ Injuries

From time to time, minor injuries occur. In the event of a minor injury that does not require medical attention, basic first aid will be administered. You will be notified by phone, in person, and/or by a written injury/incident report.

In the event that your child is seriously injured, we will take the following steps:

- One staff member will stay with the child and if necessary provide first aid according to the recommendations of the American Red Cross or American Academy of Pediatrics.
- The child's teacher or other designated staff will call 911 and will:
 - Describe the situation
 - State the physical location of the emergency
 - Give the phone number and stay on the line until told to hang up
- The Director or manager will then notify you, the parents. If we are unable to contact you, we will make every effort to contact the persons you have authorized to make medical decisions for your child. In the event that we

are unable to reach you or the individuals you have authorized to make medical decisions, we will follow the advice of the emergency response team and will seek medical care as needed. All medical bills, including ambulance fees, become the sole responsibility of the parents or legal guardians.

- A staff member will go with and remain with the child until the parent(s) or emergency contact arrive.

Biting/Hitting/Tantrums

Biting is a very common behavior among young children. It can be a very challenging behavior for both parents and care takers to address. There are many different reasons why children bite. We will do everything possible to reduce biting but unfortunately, biting does happen. In the circumstance that a child is going through a biting stage, we will work together with the parents to find strategies and to keep all children safe. Parents will be asked to pick up their child if biting is a repeated issue throughout the day.

Hitting and tantrums are a common behavior for toddlers as they learn to express emotion. Our first response with these behaviors is to allow the child to 'cool down' in a safe environment where they will not be able to harm themselves or others. By ignoring tantrums, children usually realize that the behavior does not help them get their way and eventually begin to use other communication skills. When a child's aggressive behavior becomes a safety issue, the child will be separated from the other children and their parents will be notified.

Discipline

It is our belief that when the curriculum is exciting, the environment stimulating, and the structure organized, there is usually little need for disciplinary action. However, some intervention may be needed in order for a child to obtain maximum benefit from our program.

We use only positive methods of discipline and guidance that encourage self-esteem, which include praise of good behavior, reminding children of behavior expectations, redirection and brief supervised separation or time-out from the group (located by the front desk or in a chair in the classroom), when appropriate for the child's age and development. No corporal punishment, physical or verbal abuse, abusive language, or withdrawal of food, naps, or toilet training of any kind is allowed on the premises by anyone, including parents. For the safety of all, children that show repeated misbehavior or biting will be asked to take a two-week respite from DPT, while a meeting with the parents is scheduled to discuss a behavior plan to address the behaviors. This may or may not lead to the steps in our expulsion policy and the discontinuation of care for the child.

Physical restraint must only be used if the child's safety or the safety of others is threatened, and must be:

1. Limited to holding a child as gently as possible to accomplish restraint;
2. Limited to the minimum amount of time necessary to control the situation;
3. Developmentally appropriate; and
4. Only performed by staff trained in restraint technique.

Any use of physical restraint will be reported to the child's parent or guardian as soon as possible, but no later than the release of the child at the end of the day. If restraint is used more than once, the director will develop a written plan to address any underlying issues with the input of the child's parents and the primary care provider or mental health provider if applicable.

Policy changes will be made in writing as needed and provided to all parents. Parents may be contacted by phone as needed for information needed in regard to their children.

Expulsion

Behaviors that might lead to expulsion from our program include, but are not limited to, repeated incidents of physical aggression (biting, hitting, kicking, scratching, throwing items at others, etc.), excessive damage to the property of the center, threats of violence made by the child or authorized adults caring for the child, nonpayment of tuition for 2 weeks or more, or other serious violations of our health and safety policies.

Parents will be notified of concerns that could lead to expulsion and asked to meet with the director and/or assistant director to write a plan to avoid expulsion. A copy of the written plan will be given to the family. Some of the steps that may be taken in the plan are to provide more structure or supervision, more frequent communication between child and teacher and between teacher and parents about the concerns, or changes to the environment in the classroom.

At least two weeks will be given to meet the expectations laid out in the written plan. If the child or parents are unable to meet the expectations, then parents will be notified in writing that care at our center has been terminated. If the expectations are met and then later the same behaviors occur, care may be terminated without a 2 week behavior plan in place. If at any time, the health and safety of the staff or children in our care is at serious risk by behavior of the parents or child, care may be terminated without notice or the child may be asked to take a 2 week break from the center while a behavior plan is developed. No refunds will be given of remaining tuition balances.

Reporting Suspected Child Abuse and Neglect

If it becomes apparent that a child is being harmed, we are required by state law to report such cases. Following the guidelines set forth by DCYF and the WACs, all cases of suspected child abuse or neglect will be reported to Child Protective Services. You also have the right to report any suspicions or incidents that you observe regarding your child or any other child at Discovery Playtown.

Prohibition of Alcohol, Tobacco, Cannabis, and Illegal Drugs

Any use of tobacco, cannabis, or illegal drugs is prohibited in both our indoor and outdoor spaces at all times. All adults are prohibited from consuming or being under the influence of alcohol, cannabis in any form, illegal drugs, or misused prescription drugs. Alcohol, tobacco or vaping products, cannabis in any form or associated paraphernalia, or illegal drugs are not to be stored anywhere in the center for any reason.

Lost and Found

Please label all coats, sweaters, hats and backpacks, etc. with your child's name in permanent marker to avoid mix-ups. The staff will make every attempt to locate and return lost belongings to their owner. Any items that cannot be returned will be kept in a Lost and Found box at the front desk. These items will be kept for 6 months after which time any unclaimed items will be donated. Discovery Playtown cannot be responsible for the loss of any personal belongings that your child may bring to school.

Nondiscrimination Notice

Discovery Playtown admits students of any sex, race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of sex, race, color, national, or ethnic origin in administration of its educational policies, admissions policies, hardship fund and other school administered programs.

Childcare Center License

Discovery Playtown is licensed by the State of Washington Department of Children, Youth and Families. A copy of our current license is posted next to the front desk. Copies of our inspection reports, notices of enforcement actions are available at our front desk. Parents wishing to see a copy of our liability insurance certificate can ask at our front desk as well.

APPENDIX A: EMERGENCY PROCEDURES

The following procedures are established to ensure a safe and secure learning environment for students and staff. Our goal is to create standard day-to-day policies and procedures to maintain a secure facility.

Alternate Site Location (Near Child Care Center): Panera Bread

26535 Maple Valley-Black Diamond Rd SE

Phone: 425-310-0012

Alternate Site Location (Evacuation Site): Rock Creek Elementary School

25700 Maple Valley HWY SE

Phone: 425-413-3301

FIRE ALARM/EMERGENCY

1. Activate fire alarm if not sounding.
2. Evacuate children, visitors, and staff, following the building evacuation procedure (p. 9). Drop and crawl to avoid smoke, and close doors behind you. Take the following items with you:
 - Disaster supplies, which are stored in the Emergency Backpacks and Director takes the Emergency Backpack on wheels located under the front desk
 - Class/staff attendance sheets and visitor sign-in sheets
 - Children's emergency and medical information and supplies, and
 - Cell phone, if available
3. Call 911 from outside the building.
4. Take attendance. If safe to do so, search the building for anyone missing.
5. Director or staff member will check area of concern and use fire extinguisher, if safe to do so.
6. Have the following items ready for police and fire personnel:
 - Number of children in care, staff, volunteers, and visitors (if known)
 - Knowledge of anyone remaining in the building, and
 - Floor plan and internal systems information (Appendix C, p. 20).
7. If it is determined that the building is unsafe, move children to alternate site location. Follow site evacuation procedure (p. 9).
8. Director will notify parents of evacuation and alternate site location, if applicable.
9. Director will complete a written incident report at the earliest opportunity and notify licensor.
10. All parents will be notified of incident.

GAS LEAK

1. DO NOT activate the fire alarm system or any other electrical equipment.

2. Notify Center Director. Director will notify the Property Manager and PSE.
3. Evacuate children and staff following the building evacuation procedure (p. 9) and close doors behind you. Take the following items with you:
 - Disaster supplies which are stored in the Emergency Backpacks and Director takes the Emergency Backpack on wheels located under the front desk
 - Class/staff attendance sheets and visitor sign-in sheets
 - Children's emergency and medical information and supplies
 - Cell phone, if available.
4. Call 911 from outside the building.
5. Move children to a designated area no less than one block from the child care. This location is the sidewalk outside of Panera Bread.
6. Take attendance.
7. Have the following items ready for police and fire personnel:
 - Location of leak, if known
 - Number of children in care, staff, volunteers, and visitors
 - Knowledge of anyone remaining in the building
 - Floor plan and internal systems information (Appendix C, p. 20).
8. Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location. If necessary to move to the alternate site location, follow site evacuation procedure (p. 9)
9. Director will complete a written incident report at the earliest opportunity and notify Licensor.
10. All parents will be notified of incident.

EARTHQUAKE

1. Staff "DROP, COVER, and HOLD." Direct all children to "DROP, COVER, and HOLD" and remain that way until the earth stops moving. Stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover. If it moves, move with it. Keep talking to children until it is safe to move.
2. If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms.
3. If outside, "DROP, COVER, and HOLD," keeping away from glass, bricks, and power lines. If you are outside near a building and there is no safer location, take cover in a doorway to protect yourself and children.

When the earthquake stops, the following procedures should be carried out:

1. Staff check themselves and children for any injuries.
2. Check evacuation routes for damage.
3. Evacuate children and staff, following the evacuation procedure (see p. 9) and close doors behind you. Take the following items with you:

- Disaster supplies, which are stored in the Emergency Backpacks and Director takes the Emergency Backpack on wheels located under the front desk
- Class/staff attendance sheets and visitor sign-in sheets
- Children's emergency and medical information and supplies
- Cell phone, if available.

4. Staff will render first aid to those who need it.

5. Director will take attendance outside to account for all children and adults.

6. Check utilities for disruption/damage (gas, water, sewer). If you smell gas, notify the property manager and the Director.

7. Director will determine if it is safe for a rescue team to go into building to locate anyone missing or injured.

8. Listen to regional radio station for information on the surrounding area.

9. Determine status of emergency supplies and equipment.

10. Call the out-of-area contact with information on the center's status (injuries, evacuation, children remaining in care, children who have been picked up).

11. Director will determine if it is safe to return the children to the building with the input of the property manager and fire department. If this input is not possible to receive. Children will be evacuated to an alternate location.

12. If evacuating to an alternate location, post a notice indicating your new location, and the date and time you left. Follow Site Evacuation Procedure.

13. Call parents with center status information. If not possible, report center status information to local radio station (KOMO AM 1000) for announcement over the air for parents to hear.

14. If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called, if possible.

15. Director will complete a written incident report and notify Licensor at the earliest opportunity.

"Drop, Cover, and Hold" should be taught and practiced with all the children in your center.

FLOODING

1. During severe weather, director or designee will listen to regional or local radio station for flood watch and flood warning reports.

2. If a flood warning is issued, move children and staff to the alternate site location. Follow Site Evacuation Procedure (p. 9).

3. Director will notify all parents immediately.

4. Director will complete a written incident report and notify Licensor at the earliest opportunity.

5. Owner will call insurance company (if needed).

BUILDING AND SITE EVACUATION PROCEDURES

Building Evacuation Procedure:

1. Staff makes a quick assessment of the situation in the classroom and of any injuries to the children or adults, and reports findings to Director.
2. Director evaluates the evacuation route to be sure that it appears clear of obstructions.
3. Director gives instructions to evacuate.
4. If possible and time allows, have children take jackets and coats.
5. Staff should take the following items:
 - Disaster supplies, which are stored in the Emergency Backpacks and Director takes the Emergency Backpack on wheels located under the front desk.
 - Class/staff attendance sheets and visitor sign-in sheets
 - Children's emergency and medical information and supplies
 - Cell phone, if available.
6. Staff should assemble children in pairs to evacuate the building (preferably with one teacher leading the children and one teacher following behind).
7. Take attendance. If safe to do so, search the building for anyone missing.
8. Have children sit down, if possible.
9. If a gas leak or other incident requires individuals be located further away from the child care center, have teachers move children to the pre-designated area not less than one block from the building. The pre-designated location is Panera Bread.
10. Director will evaluate the situation with the help of responding agencies (fire, police, etc.) and determine if it is safe to enter the building. If it is not safe, Director will determine if it is necessary to move to the alternate site location (follow site evacuation procedure below), or if children and staff should stay where they are until it is safe to re-enter the building.
11. Director will notify parents immediately if evacuation looks to be long term or if children are moved to alternate site location.
12. Director will complete a written incident report and notify Licensor at the earliest opportunity.
13. All parents will be notified of incident.

Site Evacuation Procedure:

1. If it is determined that staff and children will be moved to the alternate site location distant from the child care center, assign children to a designated staff member.
2. Staff should bring the following items to the alternate sites:
 - Disaster supplies which are stored in the Emergency Backpacks and Director takes the Emergency Backpack located under the front desk

- Class/staff attendance sheets and visitor sign-in sheets
- Children’s emergency and medical information and supplies
- Cell phone, if available.

3. Children will be taken to the alternate site location by walking to Panera Bread.

4. Once at the alternate site location, take attendance again. Staff must remain with their group of children until the children are picked up by parents or emergency contacts.

5. Director will continue to communicate with parents and coordinate pick-up of children.

6. Director will complete a written incident report and notify Licensor at the earliest opportunity.

POWER OUTAGE

Director or designee will try to locate the problem and activate alternate lighting system. Flashlight and batteries are located in the Emergency Backpacks in the preschool rooms, and at the front desk.

1. Call 911 if concerned about a fire or safety hazard.

2. Unplug all electrical equipment; turn off all but one light.

3. Director will contact property manager, if needed.

4. Director will call electrical utility: PSE 1-888-225-5773.

5. Call your local health department to help determine if center needs to be closed. Also, consider the following items in making your decision:

- Can you safely prepare/store food?
- Do you have hot water to wash hands after diapering and toileting?

6. All parents will be notified if power outage is prolonged.

7. Director will complete a written incident report and notify Licensor at the earliest opportunity.

STORMS & SNOW

1. Center Director will determine prior to opening hours whether or not to open the center. Please refer to the Emergency Weather Policy to see how families are notified. Unless otherwise noted, we follow the Tahoma School District’s determination of school closures.

2. If the center must close during hours of operation because of snow or storm the director will notify parents by phone.

3. If weather conditions prevent a parent or legal guardian from reaching the facility to recover a child, the center staff will care for the child (maintaining proper staff-to-child ratios) until such time as the parent, legal guardian, or emergency contact person can safely claim the child. The disaster supplies will be used as needed.

4. If the above persons cannot claim the child within 72 hours of the center’s closing, the director will contact police to transport the child to a Child Protective Services care site.

5. Director will complete a written incident report and notify Licensor at the earliest opportunity.

EXTERNAL HAZARDOUS MATERIALS INCIDENT

1. Call 911 immediately. Have staff initiate a Shelter in Place Procedure unless directed to do otherwise by emergency personnel via the dispatcher.
2. Have the following items ready for police and fire personnel:
 - Location and description (liquid, gas) of hazard, if known
 - Number of children in care, staff, volunteers, and visitors
 - Floor plan and internal systems information
3. Follow instructions given by responding agency for either Shelter in Place Procedure or Building and Site Evacuation Procedure.
4. If evacuated, notify parents of move to alternate site location.
5. If Shelter in Place Procedure occurs and media attention is significant, Director will call parents to let them know of situation.
6. Director will complete a written incident report and notify Licensor at the earliest opportunity.
7. All parents will be notified of incident.

SHELTER IN PLACE PROCEDURE

Shelter in Place Procedure should be conducted when you are instructed to do so by emergency personnel, your radio or television emergency broadcast, you see a vapor cloud, or if you smell an unusual odor outside.

1. Gather all children inside.
2. Call 911, if you have not already done so. Director or designee should turn on and listen to the regional or local radio station. Listen for emergency information from your local fire or police department.
3. Director will turn off all fans, heating, cooling, or ventilation systems, & clothes dryers.
4. Close and lock windows and doors (locked windows seal better) and close as many interior doors as possible.
5. Close off non-essential rooms such as storage areas, laundry room, etc.
6. Seal gaps around windows, doors, heating/air conditioning vents, bathroom and kitchen exhaust fans, stove, and dryer vents with pre-cut plastic sheeting, wax paper, or aluminum foil and duct tape.
7. Stay alert to loudspeaker announcements. Emergency personnel from your local police or fire departments may give you specific instructions via loudspeaker or door-or-door.
8. If determined necessary, you can provide a minimal amount of breathing protection by covering mouths and noses with a damp cloth.
9. If you are told there is danger of explosion, close the window shades, blinds, or curtains. To avoid injuries, keep children away from windows.
10. Director should stay in touch with responding agencies/emergency personnel.
11. Director and emergency personnel in charge will determine whether to stay sheltered in place or to evacuate.

12. Post a notification on the door to advise parents not to pick up children from the center until the incident is over. The presence of parents searching for their children will cause confusion and may lead to exposure to toxic chemicals. Once sheltered in place, you will not want to open the door to let parents in and out.
13. Have emergency disaster supplies and emergency contact cards handy.
14. Once the incident is over, inform parents, take down plastic, and turn ventilation system back on.
15. Director will complete a written incident report and notify Licensor at the earliest opportunity.

EMERGENCY LOCKDOWN/INTRUDER ALERT PROCEDURE

From time to time, schools and child care centers have been faced with the threat of unauthorized individuals entering the facility. An intruder is defined as any visitor who, through act or deed, poses a perceived threat to the safety and welfare of children and employees. If at any time you are dealing with a person you feel uncomfortable around, or who makes you fearful for your safety or the safety of others, then you may be faced with an intruder situation. Key recommendations to implement regarding a lockdown, including those conducted because of an intruder:

1. It is important that all members of the building's staff understand, support and participate in the Intruder Alert Procedure.
2. It is important to practice the Intruder Alert Procedure in the facility several times per year, just as you practice fire drills.
3. Lockdown information will be given to parents upon enrollment. Parents will be notified of all lockdown drills and events.
4. Parents will be given a pre-designated alternate pick-up site if children and staff are evacuated. Parents should not try to enter the facility during a lockdown, and may be kept away from the center until authorities determine it is safe.

Intruder Alert Procedure

1. If a person(s) comes into the facility, the Director or designee will assess the situation. If they are uneasy or suspicious of the person(s) immediately have someone call 911.
2. If a weapon is present, DO NOT CONFRONT – call 911 immediately by pushing the emergency button on the alarm or give another employee the pre-designated hand signal to call 911.
3. If no weapon is suspected, the Director will confront the intruder in the following manner:
 - Approach the individual in a non-confrontational manner with the assistance of another staff member.
 - Introduce yourself and the person with you to the individual in a non-confrontational way.
 - Ask the individual who he/she is and how you can be of assistance.
 - Inform the individual of the policy that all visitors need to check in at the front desk, and guide him/her there.
 - If the individual refuses, do not confront him/her. Give the other staff members the pre-designated hand signal to call 911.
4. If it is determined that the safety and health of children and staff are in jeopardy:

- If the intruder is already inside the building, a hand signal (which has been predetermined and is known by all staff) shall be made to the first staff member seen. That staff member will pass on the hand signal to others throughout the building and will call 911.

- If the suspected intruder is not yet in the building, an announcement will be made (or a bell sounded) to alert the staff of potential danger. The announcement will be “Mrs. Jones, you have a phone call at the front desk.”

- If children are outside when the announcement is made, or shots are heard/fired, teachers will quickly direct and move children back into the facility and into the nearest classroom for lockdown.

5. Upon hearing the chosen lockdown announcement, the following steps must be implemented:

- Staff should quickly check the hall and restrooms closest to their classrooms and get children into the rooms.

- Lock all doors, close and lock all windows, cover all windows and doors, and turn off lights.

- Keep children away from windows and doors. Position children in a safe place against walls or on the floor. Turn a classroom table on its side to use as a buffer.

- Staff will maintain (as best they can) a calm atmosphere in the room, keeping alert to emotional needs of the children. You may want to gather in a story circle behind the table.

- Teachers will keep all children in the classroom until an all-clear signal has been given.

- Director or designee will immediately call 911 and stay on the phone until help arrives. Await further instructions from emergency response personnel. You will be informed when it is safe to move about and release children from your rooms. Children should not be released to parents until an “all clear” has been called.

- Upon arrival, the local police, in conjunction with the Director, will assume controlling responsibility and may evacuate the building per police standard operating procedures.

- When “All Clear” is heard, the Director will apprise the staff of the situation and counsel with children. When the threat has been eliminated, normal activities should be resumed as soon as possible as instructed by the Director.

- Director will apprise parents of all “lockdowns,” whether practice or real.

- Director will complete a written incident report at the earliest opportunity.