



Parent Handbook

www.wmgchildcare.com

Lindsay/Germann
4100 S. Lindsay Rd. ste 117
Gilbert, AZ 85297
480 855 1004

Power/Queen Creek
4677 E. Queen Creek Rd.
Gilbert, AZ 85297
480 427 2755

Val Vista/ Riggs
7135 S. Val Vista Dr.
Gilbert, AZ 85298
480 478 8899

At Watch Me Grow, our mission is to make a positive difference in the life of every child by partnering with parents to provide an environment that is safe, nurturing, educational and individualized.

About Us

With cameras in every classroom and a secure internet viewing service available to parents at all times, Watch Me Grow Child Care offers parents a sense of security unlike any other. This, in addition to dedicated, well-trained staff and a safe, stimulating environment, make Watch Me Grow Child Care the best choice for children and parents.

"Parents need a place that they can trust, with well trained, dedicated, caring staff, age appropriate activities and a safe environment for their children to grow and develop. Watch Me Grow Child Care is that place. Children are given the opportunity to explore and learn about themselves and the world around them with guidance and support from our exceptional staff. Parents are able to see this for themselves anytime through an innovative internet viewing system with cameras in every classroom. Finding quality child care is one of the most important things parents can do for their children. I know first hand how difficult it can be to leave your child to go to work. At Watch Me Grow Child Care, parents can see for themselves that their child is in the best possible environment while they are away."

-Julie Costello, Owner and Founder of Watch Me Grow

Curriculum

At Watch Me Grow Child Care, we focus on the needs of very young children. Research proves that the years between birth-six are extremely important to the overall development and healthy growth of a child. We pride ourselves on being aware of the very latest in research and development in regards to early childhood education. Watch Me Grow uses the Learning Beyond Paper Curriculum for all of our classrooms. Learning Beyond Paper emphasizes STEAM - (Science, Technology, Engineering, Art and Mathematics), Language Arts, Physical Development, Interactive Reading and Cognitive Development throughout the lessons and is a very hands-on approach to learning.

Parents are kept informed of their child's activities through our Procure Connect App. that shows meal and nap times, diaper changes, activities, and their child's likes and dislikes. Parents also receive updates and photos of their little ones day via our messaging app, Procure Connect. Parents can message teachers directly with any questions or concerns throughout the day. Teachers' can get very busy tending to children resulting in a delay in response times. **If you need an immediate response please call the school directly.**

Cuddle Bugs: 6 weeks - 12 months

Our infant program ensures that babies receive the personal one on one attention that they need to develop trust for the world around them. Infants are held, cuddled, talked to and sang to throughout the day. We work closely with parents to develop each infant's daily schedule. Flexibility with infants is key and our staff understands and appreciates this fact. With our curriculum, we have the information we need to plan engaging activities for babies, and understand what to expect from infants of different developmental levels as we focus on relationships, learning and growth.

Caterpillars: 12 months - 24 months

When children begin walking alone, are off bottles, and on one nap a day, they graduate to our Caterpillar Room. At this age, children develop a greater independence, but still have a strong need for one on one affection and attention. Young Toddlers are encouraged to explore and discover new things with guidance and encouragement from staff. At this age, a more structured schedule is also introduced. This helps children feel more secure by providing them with a sense of time and expectation of things to come. Our Caterpillar room focuses on building practical skills, language, social and emotional learning - all with relationship-focused teaching and care at the heart. Classrooms are equipped with age -appropriate toys, activity centers, music and movement, sensory play, and more so each child is fully engaged and enjoying each day.

Bumble Bees: 2 years - 3 years

Our Bumble Bee room allows children more opportunity for growth and development through the use of activity centers and structured playtime. Circle time and teacher led activities also become a larger part of the daily schedule. Greater independence emerges at this age and children are given opportunities to explore and learn with little interference. Older toddlers are learning from their behaviors and choices, trying lots of new things, getting messy, and learning how to clean up. Another big milestone of this year is potty training. Our staff is well trained in this area and work closely with parents to help their child reach this important goal.

Butterflies: 3 years – 4 years

The Preschool Program at Watch Me Grow Child Care is exceptional. The Learning Beyond Paper curriculum was designed to meet the developmental and social needs of children at this stage. Language arts, math, music, art, social emotional, and science concepts are presented in fun and exciting ways that encourage self-discovery and confidence. Children's skills in all developmental areas grow with these continued opportunities to be actively engaged in their learning and

trusted as a learner. The use of songs, games, and art projects ensure that children are learning in a fun and enriching environment.

Grasshoppers: 4 years-6 years

Our Learning Beyond Paper Pre-K Curriculum is a hands-on, minds-on curriculum that is based on scientific research. Some concepts previously introduced become easily understood due to continued hands-on learning and repeated opportunities to learn and practice. Children's development of language grows into more understanding of early reading and writing, in preparation for kindergarten. Through active learning and supportive bond and scaffolding, pre-kindergartners build confidence, learn with their whole bodies, and thrive in a predictable, stable classroom environment where they can be independent lifelong learners.

Parent Communication

We believe that communication is the key to success and offer several ways to stay connected throughout the day. We use an app called "Procare" to send real time updates throughout the day to families via text message and email. Parents have the ability to message teachers directly through the app with any questions, requests or concerns.

**Please keep in mind that teachers are focused on caring for the children, so messages may not be answered immediately*.*

If you have an urgent request, please call the school directly. Upon enrollment each family member is encouraged to download this app to receive photos and updates about their child's day. This app is also used for tracking each child's developmental progress and assessment to ensure every child is meeting milestones at the appropriate age.

Enrollment Procedure

Prior to child's start date the following must be returned to Watch Me Grow Child Care:

- Completed Emergency Information Form, with current immunization records
- Child and Family Questionnaire
- *Financial Agreement
- Parent Agreement
- Tuition Express Enrollment Form (our automated payment system)
- Online KidsVision Authorization link for online viewing privileges
- Registration fee and first weeks tuition

•Acknowledgement of Watch Me Grow Parent Handbook

Please keep us informed of any changes in medical or emergency information. In order to maintain compliance with the Arizona Department of Health Services and Child Care Licensure we must maintain current and accurate records at all times.

Tuition and Fees:

A non-refundable registration fee of \$150.00 per child is due at the time of enrollment. Tuition is due each Friday for the upcoming week. Monthly payment options are also available.

Current tuition fees maintain your child's enrollment. If tuition is not received by Monday at 6:00pm for the current week, a \$25.00 late fee will be imposed. Watch Me Grow Child Care reserves the right to terminate enrollment for non-payment beyond a two-week period.

A \$25 fee is applied to all declined transactions.

A supply fee of \$150 per child is due each year on October 1st.

Every 4th week of July the tuition rates will increase. This small increase will help us provide our staff with fair and competitive wages.

If you wish to disenroll your child from Watch Me Grow, a 30 day notice is required. If you fail to inform Watch Me Grow, you will be billed for 30 days of tuition.

Tuition Schedule (rates are weekly)

Weekly Rates	5 Full Days	3 Full Days	2 Full Days
Cuddle Bugs (Infants)	\$355	\$290	\$260
Caterpillars (age 1)	\$340	\$265	\$230
Bumble Bees (age 2)	\$320	\$245	\$210
Butterflies (age 3)	\$295	\$230	\$190
Grasshoppers (age 4+)	\$270	\$225	\$180

**** Tuition Rates are based off the classroom your child is enrolled in*

Hours of Operation

Monday through Friday: 6am to 6pm

Saturday and Sunday: Closed

Holidays and Vacation Time

Watch Me Grow Child Care and Preschool will be closed on the following holidays:

New Years Day	Labor Day	Christmas Eve Day
Good Friday*	Veterans Day*	Christmas Day
Memorial Day	Thanksgiving Day	
Independence Day	Day After Thanksgiving	

*WMG will be closed to families on **Good Friday** and **Veterans Day**- This will be used as a teacher in-service day for employees.

If a Holiday falls on a Saturday, we will close on Friday. If a Holiday falls on a Sunday, we will close on Monday. The staff at Watch Me Grow Child Care receives holiday pay, therefore regular tuition payments are expected on these weeks.

Regular tuition payments are due each week, whether a child attends Watch Me Grow or not. There are no discounts for vacation or sick days. This allows us to staff appropriately at all times and offer the best care for all children.

Refund Policy

Refunds of paid tuition or registration fees are at the discretion of Watch Me Grow.

Termination of Enrollment by Watch Me Grow

In certain circumstances it may be necessary for the Director to discontinue a child's enrollment at Watch Me Grow Child Care and Preschool. This decision is based on the best interest and well being of all children and staff at Watch Me Grow. Incident reports will be filled out on all serious behavior infractions.

Termination of enrollment may be a result of the following:

- Abuse of other children, staff or property by child or parent
- Continued violation of Watch Me Grow policies by child or parent
- Disruptive, disrespectful or dangerous behavior by child or parent
- Non-payment of tuition



Watch Me Grow Child Care employs the use of internet cameras in every classroom. This innovative system allows parents to check in on their child's day as often as they would like via the internet. Access to view the classrooms is completely safe and secure via our website at www.wmgchildcare.com/cameras/

Webcam

Through the use of the webcam, parents can access and observe their children on a daily basis from any location that has internet access. Access is granted to the child's primary classroom and is operational during the Infant/Toddler/Preschool instructional hours from 6:00-6:00.

Webcam Use

Family usage is family-governed with authorization granted to the custodial parent only. Center policies regarding shared custody apply to web-cam access.

Webcam Passwords

KidsVision passwords are created by families upon enrollment via an encrypted website to ensure the highest level of security. WMG does not store passwords onsite and each individual family is responsible for keeping the login information safe and confidential.

Authorization for Video/Audio/Photo Recording Waiver of Privacy Rights

Observational access to our webcams exists for the purposes of communication, instruction, evaluation, and skill development in increasing an understanding of developmentally appropriate early childhood practices. Therefore a video, audio, photo recording of a child in attendance is a requirement for enrollment at Watch Me Grow Child Care and Preschool.

Webcam Access

Password and camera access is controlled by WMG and access is child-centered not program-centered. In other words, access is granted for the child's classroom and/or playground, not the entire child care center. Access is time-limited and granted only for those periods of time in which the child is enrolled at the center. Webcam access is a privilege granted to our parents. It is not a condition of enrollment. Continued abuse of this privilege will result in your access to be terminated. Watch Me Grow Child Care and Preschool is solely responsible for determining who may have access and whether or not your webcam access has been terminated.

Authorized Users

The multi-step process allows authorized users to select up to three unique usernames and passwords whose authenticity must be verified by the WMG staff.

In effect, our camera service extends our “open door” policy thus custodial/shared parenting policies apply. All access (both successful and unsuccessful attempts) are logged and monitored by the vendor, KidsVision, with regular communication to the WMG.

Tips for Webcam Password Selection

- Don't choose a password associated with you in any way.
- Don't choose common words or common spellings.
- Consider using an acronym or a mixture of letters, numbers, and characters i.e., JaFe90 or taking a common phrase like “A stitch in time saves nine” and using ASITS9.

Video Recordings

It is a violation of our policies for you to use any mechanism to store or record the video of the live web cams and this may actually constitute a crime. For the privacy and protection of our students and families absolutely **no screen shots and/or screen recordings are allowed under any circumstances**. They are intended for live viewing only. Watch Me Grow attempts to record the video for purposes of teacher training/evaluation for a period of three (3 days). Your access to the live web cams does not entitle you to access to the recordings. You will never be allowed to take with you on a CD or jump drive recordings of incidents as it would violate the privacy rights of the other children within our center. However, if you would like to review with the center's administration a recording of any incident that occurred at WMG, you must make a written request within 48 hours of the incident. The availability of our Digital Recordings can be affected by many factors including but not limited to power outages, computer malfunctions, hard drive failures, limited hard drive space, motion within the facility and other incidents beyond the WMG's control. Therefore, viewing of the recordings will be available within 48 hours of a specific incident when that recording material is available. Recording availability of an incident is not guaranteed by WMG or KidsVision.

KidsVision does not store our digital recordings offsite and, any requests for a viewing of digital recordings should be directed in writing to the WMG administration within 48 hours of an incident.

When receipt of a written request to view an incident is received during normal business hours, WMG employees will take immediate steps in accordance with our company's policy to preserve the video footage in connection with the requested incident. Under no circumstances and at no time will WMG employees ever attempt to purposefully delete any relevant video footage.

Webcam Live Notice Posting

The Webcam system will be active during the primary center operational hours of 6:00-6:00 with extended hours at the discretion of the program staff and posted notices identifying its use.

Webcam Governance

Audio/video recording for any other purpose than the educational/communicative structure set forth by Watch Me Grow Child Care and Preschool may constitute a crime under Arizona Revised Statutes § 13-3005.

[Arizona Revised Statutes § 13-3005](#)

Webcam Security

To protect against unauthorized access, the webcam system utilizes 256-bit encryption to protect usernames and passwords.

Transportation

Watch Me Grow Child Care will not provide any type of transportation service. If field trips/ special events are planned, parents will be asked to provide transportation or a charter service will be used.

Sick Child Policy

We believe that most people prefer to be home in a comfortable environment when they are ill; this is especially true for children. We also believe that it is irresponsible, and sometimes dangerous, to knowingly expose others to an illness. For these reasons, we ask that no sick children attend Watch Me Grow Child Care.

Symptoms that would exclude a child from care include:

- *Fever of more than 100.4 degrees
- *Unexplained Rash or Sore
- *Discharge from eyes, ears or nose
- *Vomiting or Diarrhea
- *Productive cough or dry cough lasting more than 1 week without doctor attention
- *Any illness or injury that keeps a child from participating in regular activity

Should your child develop any of these symptoms while in our care, he or she will be isolated and a parent will be contacted and required to pick him or her up immediately. Children must be symptom free for at least 24 hours without the medication before returning to Watch Me Grow. In order to return prior to the 24 hour symptom free period families can present a note from a licensed pediatrician clearing the child to return.

Medication Administration & Emergency Procedures

All staff members at Watch Me Grow Child Care are certified in Infant and Child CPR & First Aid. If required we will administer medical attention to the level of our training. Parents will be notified of any minor injuries through an "Ouch Report". If further emergency care is necessary, 911 will be called and the parent will be notified immediately.

Over the counter or antibiotic medications will not be administered at Watch Me Grow Child Care. Medications are only administered for life threatening conditions (Example: Epipens or inhalers). In these situations, the medication must be brought in its original container with a prescription label that includes the child's name, doctor's name, medication name, required dosage, expiration date, and instructions for administering. A Permission to Administer Medication form must be filled out completely and signed by the parent.

Pesticide Application

We work with a pest control company that uses green products that are made to be safe for children and pets. Before any pesticide is applied parents will be notified at least 48 hours prior in writing through a posting on the lobby door. All applications are completed on the weekends when children are not present.

Insurance

Watch Me Grow Child Care carries child care liability insurance in excess of State requirements. Evidence of liability insurance is available onsite for viewing at parents' request.

Positive Discipline Policy

Children learn through constant exploration and experimentation. At Watch Me Grow Child Care, we are committed to providing a safe environment for learning. We are strong proponents of positive reinforcement. Each day your child will be rewarded in different ways for positive behaviors. Children will not be allowed to hurt themselves or others. Hitting, kicking, biting, etc. will be dealt with on a case-by-case basis to determine the best course of action. Possibilities include: redirection, help solving the problem, and parent conference. Parents will always be kept informed and involved. We expect that all parents are willing to work with their teacher and their child to create the best atmosphere for all of the children.

Meals and Nutrition

We provide breakfast, lunch, and a healthy afternoon snack for children over the age of one. Our lunches are catered and delivered fresh each day. We follow all U.S.D.A. and NAEYC guidelines for nutrition. We ask that you do not bring any candy, gum, or soda to Watch Me Grow. To ensure the safety of all children we are a NUT FREE school.

Parents of infants must bring all bottles fully prepared and labeled with the child's name. Bottles will be kept refrigerated and warmed in specially designed bottle warmers, not the microwave. Parents are also required to provide all cereal or baby food that the child needs.

If your child has a mild allergy or aversion, we strongly recommend bringing an alternative meal for your child to eat.

If your child has a life threatening allergy that requires life saving medications we ask parents to provide all foods daily to prevent cross contamination and risk of an anaphylactic reaction.

If your child has life saving medications (e.g. epi-pen, auvi-q, etc.) WMG will need a minimum of 2 doses of medication on site in it's original packaging with original prescription labels along with the AZDHS Bureau of Child Care Licensing Medication Consent Form CCL form - 302 and an Anaphylaxis Emergency Plan on file.

It is the parents/guardians responsibility to update the medication and consent forms regularly and update Watch Me Grow on any new or changing allergies, symptoms, medications, etc.

Parent Information and Responsibilities

INFANTS AND TODDLERS:

Please bring two complete changes of clothes, diapers, wipes, pacifier, sippy cup, and anything else needed to effectively meet the needs of your child. We ask that you bring two sippy cups daily, one for water and one for milk to be kept in the refrigerator. We also ask that you bring a sheet and blanket to cover the cots at naptime. All items must be labeled with your child's first and last name. Diapers and wipes must be replenished as needed. You will be notified in advance when your child is running low on supplies.

PRESCHOOLERS:

Please dress your child in play clothes. Your child will be participating in fun outdoor and art activities and may get clothes dirty. For your child's safety, we also recommend that they wear closed toe, rubber sole shoes. For nap time, we will provide sleeping cots. Please bring a twin sheet and small blanket for your child.

Children will spend time outside each day. We have a strict sun safety policy. All children will be limited to 30 minutes per session of playground/outside activity time after the temperature exceeds 90 degrees. Unlimited water will be available at all times. Play areas are shaded; however, it is the parent's responsibility to apply sunscreen prior to attendance. Our staff will reapply sunscreen to children before going outdoors in the afternoon. If any child exhibits signs of heat exhaustion they will be removed from the outdoor environment, treated accordingly and the parents will be notified if necessary.

Parents are encouraged to visit our classrooms and become involved in your child's early learning experiences as often as possible.

Admission and Release Procedures

Every child must be signed in and out each day. Each person authorized to pick up a child will be fingerprinted upon enrollment to access the keypad located in the facility lobby. If you have any questions about this system, please see the Director. The entry into Watch Me Grow Child Care is kept locked for security purposes. Your fingerprint will also unlock the secured door for access into Watch Me Grow. Parents of enrolled children have full access to the school at any time that their child is present.

Children will only be released to authorized individuals. We must have prior written authorization by a parent or guardian to release a child. You will find an area on the Blue Emergency Information Card to list individuals who are authorized to pick up your child. Every individual will be asked to show a valid picture I.D. prior to the release of the child.

Outside Agencies

Watch Me Grow works with outside agencies to provide extra services for students who need additional support in the classroom. These individuals are **not** employed by Watch Me Grow however they undergo the same background checks as Watch Me Grow employees and must have a valid AZ fingerprint clearance card. If your child exhibits developmental delays, please be aware that while we are not equipped to conduct formal assessments, we can provide you with information and referrals to appropriate professionals and services that specialize in developmental evaluations and interventions.

On a personal note..

Watch Me Grow Child Care and Preschool is a small, privately owned business. The first school was started in 2005 after the owner, Julie Costello, found it difficult to find quality child care for her own daughter, Bailey. Julie travels around and is involved daily at all locations. She has over 30 years of experience in the Early Childhood Field. She holds a Bachelor's Degree in Child Psychology, and a Master's Degree in Early Childhood Education. She is also a registered Instructor with the Arizona Statewide Early Childhood Workforce Registry (azregistry.org).

We look forward to working with you and your child to provide the best possible experience at Watch Me Grow Child Care. If you have any questions or concerns, please do not hesitate to contact Julie at any time. Julie@wmgchildcare.com

***** Watch Me Grow Child Care is regulated by the Arizona Department of Health Services. If you have any questions about licensing you can contact the Office of Child Care Licensing at 105 North 18th Avenue, Suite 400, Phoenix, AZ 85007 in writing or by phone at (602) 364-2539. All inspection reports are available at the front desk for public viewing upon request.***

I _____ have read and understand all the information contained in this handbook.

Parent Signature

Date