

# Welcome!

## Welcome to Wings on Words (WOW)!

We are delighted to welcome previous and new families to our WOW community! I hope you join me in setting high expectations from day one

- for strong and regular communication from our teachers and therapists
- for challenging and engaging learning opportunities for all children
- for a place where you feel welcome and respected
- for leadership and guidance from me as the director

and most importantly for what your child can achieve this year

*Karen Zakeruski, Director*

**Wings on Words is an  
Early Reading First Center of Excellence**

## Our Mission

It is our mission to create an enriched educational experience for your child that leads to:

- ❖ Successful language, literacy and communication
- ❖ A belief in self and others
- ❖ A strong foundation for learning.

## Our Philosophy

We believe that young children learn best through fun, active, and sometimes messy play.

Our curriculum is thoughtfully planned out and emphasizes all areas of development: language, motor, social, emotional and cognitive. We believe in creating a learning experience where there is a balance of intentional teaching and child initiated play. The Arizona Early Learning standards provide a framework for the planning of quality learning experiences for children 3 to 5 years of age.

WOW specializes in helping children who have difficulty in using and understanding language. Because of our expertise in this area, many of the children enrolled at WOW work directly with our Speech/Language Pathologists.

As part of our comprehensive program, we will assess your child's abilities in all developmental areas. During the fall and spring parent/teacher conferences you and the teachers will share information and set goals for your child.

It is important to us that WOW is a special place that your child will look forward to attending each day. We want all children to have friends to play with, nurturing teachers and a safe, stimulating and fun learning environment.

## Our Support

The Child Language Center is a not-for-profit community outreach program that has provided early intervention services to children since 1989. The Tucson Scottish Rite Charitable Foundation, The University of Arizona, and the generosity of individuals and organizations in southern Arizona support its activities.

### To best meet your child's needs we are committed to:

- ❖ Providing a safe and healthy environment
- ❖ Creating a nurturing, caring and respectful atmosphere
- ❖ Planning meaningful and motivating learning activities
- ❖ Encouraging independence and autonomy
- ❖ Collaborating with and supporting our co-workers
- ❖ Welcoming parents and community visitors
- ❖ Keeping informed about the latest issues affecting children and their development

# Hours, tuition and enrollment

## Hours of Operation:

WOW is open Monday – Friday from 7:30-5:30. We ask that all children arrive by 8:30 a.m.

Our part time hours are 8:30-12:30 and our full time hours are from 8:30-3:30. Children may attend 4 or 5 days a week. A fee schedule is included at the back of this handbook.

## Before and After Care:

For an additional fee, before care is available from 7:30-8:30 and aftercare from 3:30-5:30. Children must be signed up for this care upon enrollment and parents pay the weekly rate regardless of the number of days attending.

## Fees, Payments and Refund Policy:

- Our annual application/registration fee is \$100.00 with a 50% discount for public service employees and returning families.
- Tuition is based on current rates as listed in the back of this handbook.
- Parents are responsible for tuition payments regardless of the reason for the absence. If you take vacation or if your child is ill you still pay tuition.
- You will receive a payment schedule and an invoice when your child starts school.
- Payments are made in advance on the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- Tuition is non-refundable.
- Payment is required during school closure and vacation days.
- Monthly invoices will be given to each parent.
- Written notification will be given when there is an outstanding balance due.
- There is a \$10.00 late fee when payment is late more than 3 days.
- The director reserves the right to dis-enroll a child for unpaid tuition.
- We welcome DES eligible families to our program. Let the director know you are eligible for DES childcare when you complete an application. If you receive DES funding and your child is absent more than two days in a month you will be responsible for the additional days missed.

We close for most public school holidays. Consult the school calendar at the back of this book for specific dates.

We close for fall and spring Parent Teacher conferences.

School is closed for 5 weeks during the summer.

## Late pick-up fees:

We charge \$1.00 for each minute you are late. The first time you are late we will remind you of our policy and you will be charged if you are late again. This fee applies to both part day and full day pick up times. In emergency situations, a courtesy call on our cell phone is greatly appreciated. The number is 237-0744.

## Enrollment Criteria:

All children must:

- ❖ Be 3 years of age when entering WOW
- ❖ Demonstrate age-appropriate non-verbal cognitive skills as determined at our intake evaluation
- ❖ Demonstrate hearing within normal limits with or without aides
- ❖ Have no identified neurological disorders, with the exception of speech or language disorders
- ❖ Provide proof of up-to-date immunizations prior to the 1<sup>st</sup> day of school
- ❖ Have all required enrollment paper work on file
- ❖ Not wear diapers or pull ups

Because of the philanthropic goals of the Scottish Rite Charitable Foundation and our ongoing research program, the school's enrollment is limited to children with normally developing cognitive skills and to children with language impairment. We refer children whose special needs involve more than speech and language to programs in our community including the Grunewald-Blitz Clinic for Communication Disorders in Children on the U of A campus, local public school programs and clinics. We work with these programs to help families secure the best services for their children. Wings on Words does not discriminate based on race, color, religion, sex or national origin. We enroll children who can benefit from the services provided by our school, curriculum and professional staff. Due to size limitations and funding, we cannot provide a program for everyone but we will advocate for all children and assist parents in finding appropriate services.

# Program Description

## Educational Programs:

- ❖ Our center based programs serves children ages 3-5 and who are not old enough to attend kindergarten.
- ❖ We use a thematic approach to planning our classroom curriculum. Teachers post the weekly lesson plan on the classroom bulletin board and email a copy to all families. If you would like a hard copy just let us know.
- ❖ Our classes are small in size and we maintain a teacher child ratio of approximately 1:7.
- ❖ The classrooms are divided into learning centers that create an environment that motivates and encourages your child. The centers include an **Art Center**, where children develop creativity, eye hand coordination, fine motor development and spatial and design skills. The **Library Center** exposes your child to all aspects of language such as speaking, reading, listening and writing. At our **Block Center** children learn about spatial relations, design abilities, cooperation, problem solving, and vocabulary development. Materials offered in the **Writing Center** encourage scribbling, drawing, painting, and copying shapes, design and letters. The **Dramatic Play Center** changes several times a month and provides your child with opportunities to develop language, social, creative and role playing abilities. The **Sensory Table** encourages your child to explore a variety of materials supporting concept, social and language development.
- ❖ During **outdoor play** the children have balls, monkey bars, swings, bicycles, sand and water toys, balance beams, building blocks, dramatic play and quiet play spaces to foster large muscle skills, strength, flexibility, balance and coordination, social interaction with peers and language development.
- ❖ Our Math Curriculum, **Big Math for Little Kids**, is a comprehensive program for 3-5 year olds, and develops and expands on the mathematics that children know and are capable of doing. The program uses activities and stories to develop ideas about number, shape, pattern, logical reasoning, measurement, operations on numbers and space. The program produces playful but purposeful learning.
- ❖ Our **Trophies Pre-K Early Literacy curriculum** guides our planning for listening comprehension, verbal expression, vocabulary development, alphabet knowledge, and print knowledge and use.
- ❖ The daily schedule is posted on the parent board inside every classroom and includes a balance of teacher planned activities and child-directed play. An example of a typical day in preschool is on page 4.

## Speech and Language Therapy:

- ❖ Wings on Words is the only private preschool in the Tucson community providing individualized speech and/or language therapy to children as part of our comprehensive program.
- ❖ Any child who can benefit from working with our Speech Language Pathologists will receive therapy outside of the classroom.
- ❖ Our master level Speech Language Pathologists and graduate level students from the University of Arizona will participate in classroom activities and collaborate with teaching staff at least once a week to support your child's communication development within his natural environment.

## Early Reading First Center of Excellence:

In June of 2007, Wings on Words was recognized as a Preschool Center of Excellence through the Early Reading First Program. We continue to uphold the goals of this program as we

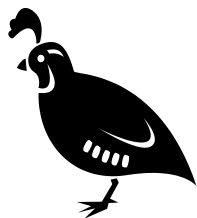
- ❖ Provide language-and literature-rich learning environments that support the growth of oral language, phonological awareness, print awareness and alphabetic knowledge.
- ❖ Integrate scientifically- based reading research curriculum and practice with our existing program.
- ❖ Increase the intensity of educational services for our children.
- ❖ Insure that children engage in scientifically- based language and literacy learning every day.
- ❖ Use screening assessment to identify children at risk for reading difficulty.
- ❖ Promote successful transitions from preschool to kindergarten.

We refer to our preschool classrooms as the Owl, Hummingbird, and Quail groups. Our aftercare group is called the Roadrunners

## Sample Daily Schedule:

- 8:30-9:00 **Outdoor Time:** The children play with bikes, balls, blocks and constructing materials, sand and water toys, scooter boards, monkey bars, swings, books, drawing and art supplies, music and dramatic play items.
- 9:00-9:15 **Transition to Indoors:** Children participate in a short oral language, literacy or math task.
- 9:15-9:40 **Table Time:** After washing their hands children choose to play with games or open ended materials available at the small tables.
- 9:45-10:00 **Snack Time:** Children socialize with teachers and friends and engage in conversation.
- 10:00-10:10 **Music and Movement:** Children learn to move with control and participate in a rhythm or movement activity or explore musical instruments.
- 10:10-10:25 **Circle:** Oral language, literacy and pre-academic skills and attention develop as children learn new songs, nursery rhymes, letters sounds and vocabulary.
- Mystery Box:** Children listen to clues, and guess what's inside the box as they develop language skills, turn taking, memory and conceptual knowledge.
- 10:35-10:50 **Dialogic Reading:** Children interact during small group reading time by answering and asking questions or acting out a familiar story.
- 10:50- 11:50 **Center Time:** Children will participate in dramatic play, sensory, Big Math lesson, blocks, science, games and puzzles, library, music, writing and computer areas.
- 12:05-12:30 **Lunch Time:** Children and teachers engage in conversation and practice table manners, and enjoy lunch together.
- 12:45 **Quiet Time:** Preparation: children use the restroom, gather resting materials, take off their shoes and relax with a book or puzzle.
- 1:45 Non sleepers participate in planned quiet activities.
- 2:30 Afternoon snack for all children and adults
- 3:00 **Afternoon Circle:** Games and songs develop oral language, listening, social skills and conceptual knowledge.
- 3:15-3:45 **Indoor Centers:** Planned interactive reading time, literature response, art and sensory activities are offered.
- 3:45-4:30 **Outdoor Time:** Children spend the afternoon hours running, climbing, riding bikes, completing craft projects, dancing and dressing up. During the hottest months Children are outside for 15 minutes at a time.

# Starting School



Both parents and teachers want to see children get off to a good start. A thoughtful and relaxed approach to the first few days of school is really important. A day or two before your child begins, talk in general terms about what to expect, for example, making new friends, riding tricycles, listening to stories, singing silly songs, eating lunch and resting. On the first day, plan on spending a little extra time getting your child settled at school. Accompany your child to the classroom and help put away their snack and lunch. Take a few moments to make sure your child knows where to find their cubby. After signing in your child, give them a quick and loving good-bye and leave them in the care of the teacher. Never leave without telling your child good-bye. This can be very traumatic to children. *Please realize that some children part easily from their parents and others do not. This is normal.* Leave taking is most successful for everyone when your good-bye is short and your child focuses on the new environment and activities. It will be more difficult for your child to separate if they sense you are concerned or tearful. The teaching staff will gladly help in this transition so please take comfort in knowing we are here to help. It is fine for you to call the school later in the morning just to check on your child. A staff member will be happy to reassure you.

## What to Bring on the First Day of School

- a complete change of clothing in a clear zip lock bag labeled with your child's 1<sup>st</sup> and last name
- 1 box of Kleenex
- 1 box of DRY ERASE MARKERS – NON TOXIC
- snack - write your child's name on the container
- lunch - write your child's name on container
- water bottle with your child's name clearly written – we encourage you to invest in a dishwasher safe re-useable bottle.

### Individual Family Orientation

Prior to your child's 1<sup>st</sup> day of school the teacher will set-up a visit with your family. The purpose of this time is to

- Meet you and your child and learn about your family.
- Orient you and your child to the classroom
- Share with you what your child's daily activities will include
- Answer all of your questions

### Snack and Lunch

- ✓ Send in a snack and lunch for your child every day.
- ✓ Send in a fresh bottle of water every day.
- ✓ Remember, we never heat up food.
- ✓ No candy or juice, please.
- ✓ **Pack well-balanced meals:** please include protein, fruit and/or a dairy product.
- ✓ We will send home any uneaten food.
- ✓ Talk with a teacher if you have concerns about your child's eating habits.

**PLEASE DO NOT SEND  
LUNCHABLES, CANDY OR JUICE**

# Nutrition

**WINGS ON WORDS IS NUT FREE. WE CANNOT ACCEPT FOODS WITH PEANUT BUTTER, PEANUTS OR OTHER TREE NUTS AND SPREADS.**

Wings on Words does not have a kitchen/food preparation area licensed by the Health Department. All parents send in their child's snack(s) and lunch every day. We refrigerate all items unless you tell us otherwise. Please pack lunch in a collapsible container (not a hard lunch box) to help conserve refrigerator space. If you send in a thermos with warm food, please leave it in your child's cubby.

Some parents are afraid their child will not eat at school and might go hungry. This is not the case. When snack and lunchtime arrive, the children are eager to sit down and eat with their friends. Children are influenced by what they see and what their friends are eating. This is the perfect age for you to provide healthy foods and begin to shape your child's eating habits. Just remember, snack is not intended to take the place of breakfast. Please give your child breakfast before he comes to school.

**We do not heat up food in the microwave.**

We believe that a wholesome, well balanced diet results in healthier and happier children. Eating several servings of fruits, vegetables, whole grains, nuts (at home) and dairy products is important to your child's healthy development. At school, snack time is at approximately 9:45 and 2:45 and lunch is at 12:00.

**All parents provide daily snack(s) and lunch for their child. Our teaching staff sits and eats snack and lunch in the classroom with the children. This is a great opportunity to visit, encourage conversation and talk about manners.**

**What do I send in for snack and lunch?** Nutritious food and a clean and fresh bottle of water.

**We ask that you do not pack lunchables, juice boxes, pre-packaged sweetened treats such as fruit roll ups or fruit snacks or candy. Stay informed: read labels. If the first few ingredients are sugar, fructose or corn syrup, then please do not send it to school.**

**Here is a list of healthy snack and lunch suggestions:**

- sliced raw vegetables with dip
- quesadilla
- taquitos
- rice
- noodles
- trail mix or dry cereal
- sliced or cut up fruit
- yogurt
- applesauce
- pickles
- chicken nuggets
- \* cheese chunks or cubes
- \* bagel with cream cheese or butter
- \* cheese and fruit kabob
- \* hardboiled egg
- \* green salad or pasta salad
- \* ½ sandwich
- \* cheese sticks
- \* sliced turkey, ham, pepperoni etc.
- \* whole grain crackers
- \* wheat or whole grain bread and butter
- \* burrito

Please notify us if your child has any food allergies by completing the **ALLERGY ALERT** form. If your child has a severe food allergy your doctor will need to provide us with more detailed information. You may get a copy of the **Emergency Information Form for Children with Special Needs** from the teacher or the director.

# Health Policies

## **Sick Child Policy:**

We believe that a healthy environment creates positive experiences. Please safeguard your child and others by keeping him/her home if signs of illness are present. When children are not feeling “up to par” they are irritable and often do not feel well enough to come to school. Sick children pass their illness on to other children and adults.

## **If your child has any of the following symptoms, you should not bring him to school:**

- Has a fever of 100 degrees or above (orally) or has had a fever during the previous 24 hour period
- Has a cold that includes one or more of these symptoms: less than 2 days old, has a heavy nasal discharge, has a congested cough, complains of ear or throat pain with or without a fever
- Has diarrhea or vomiting or has had in the previous 24 hours
- Sores that are open, infected, or not easily covered
- Earache
- Lice or scabies
- Undiagnosed rash
- Red, draining eyes
- Has a skin or mouth sore discharging fluid or pus
- Is unusually drowsy or tired
- Exhibits symptoms of a communicable disease
  - ❑ Red and/or runny eyes
  - ❑ Rash
  - ❑ Sore throat
  - ❑ Lice/mites

If your child develops signs and symptoms of illness during the day, he or she will be separated from the other children and cared for in a quiet area by a staff member. You will be called to come pick him up. In the event we are unable to reach you, we will call the emergency contact numbers. Sick children are to be picked up in less than 1 hour to prevent the spread of infection and to allow the child to rest, recover and be treated for the illness.

Our program follows exclusion and return-to-care guidelines listed on the Arizona Department of Health Services Communicable Disease Flipchart or as advised by the local health department. However, if program staff have concerns about your child’s ability to remain in preschool or return to preschool after an illness, a note from your health care provider **may be** required.

Our program utilizes the services of a Child Care Health Consultant through the Pima County Health Department. This person is a health professional with special training in promoting health and safety in childcare programs. She assists us in developing care plans for children with special health care needs and informs us of health and safety policies that protect children and staff. She provides onsite training in a variety of areas and is on call to answer any of our questions related to health and safety.

Our program welcomes children with special health care needs. These needs may be a food allergy an asthmatic condition or a child needing assistance to move from place-to-place. Development of a child specific health care plan is an important step in serving your child. This plan could take several weeks to complete and it may include written instructions from specialists and medical personnel who know your child. At the time of enrollment, please share all information related to your child’s health and safety needs.

# Policies & Procedures

## **Accidents and Injuries and First Aid**

When children are in our care, staff with current training in age appropriate CPR and First Aid is always on site. All staff are required to be CPR and First Aid certified. Staff trained in First Aid and CPR accompany children on field trips and while they are being transported. Staff treats an illness or injury as described in our first aid manual, A Sigh of Relief and is documented on the accident, illness and injury log. For minor scrapes and bruises an Ouch Report will be sent home so you are aware of what happened at school that day.

In the event your child has an injury that does not require immediate attention but could require a trip to your doctor, the teacher will contact you within 30 minutes of the incident. Under these circumstances, we ask that you come to school within an hour and make the decision about seeking medical treatment.

If an injury is serious, staff will follow emergency medical procedures.

## **Arrival and Departure**

School begins for all children at 8:30 a.m. Late arrivals disrupt the flow and consistency of the morning activities for all children and staff. Please be respectful of others and have your child to school on time.

When you arrive to pick up your child, we ask that you quietly help them gather their belongings and leave the classroom. Our goal is to ensure that the children who are still in the room can finish their day without distractions or interruptions. Pick up time is the most difficult time for teaching staff to get involved in lengthy conversations, especially when other children need attention. Please feel free to ask to meet with the teacher or therapist or arrive earlier in the morning to have extra time for conversation. Please respect our staff and do not arrive late to pick up your child. We charge a \$1.00 per minute late fee.

## **Assessments**

Observing and assessing children is the basis for making individual and group educational decisions at WOW. As the staff get to know your child they will plan appropriate learning goals. We utilize systematic, formal and informal assessment approaches to gather information about your child's abilities and development. The teachers will be asking you to assist in some aspect of this process. Information will be shared with you during fall and spring conferences.

## **Attendance and Absenteeism**

School begins at 8:30 and it is important your child arrives on time. When children arrive late to school it is a disruption to the teachers and to all the children working in the classrooms. Please bring your child to school every day unless he or she is sick. In the event your child is ill, we expect a phone call notifying us of the absence and telling us the symptoms. If your child receives therapy services, it is especially important to notify us of any pre-planned absences. You are responsible for tuition payments even when your child is absent.

If you receive DES funding and your child is absent more than two days in a month you are responsible for paying for the additional days missed. If you receive scholarship support through Wings on Words and your child misses more than two days in a month you are responsible for paying for the additional days missed.

## **Behavior Management**

The first few weeks of school are an important time for us to teach rules and reinforce kind and thoughtful acts toward others. We believe that when children are taught what is expected and how to get along at school and when they are engaged in meaningful and fun learning then misbehaving decreases. However, it is our policy to contact you immediately and arrange a meeting if we are concerned about your child's behavior at school. The purpose of this meeting would be to agree on a specific plan of action identifying responsibilities of both the home and school. Wings on Words maintain the right to call you to pick up your child and keep him out of school until our concern is addressed. You may request a copy of our complete BEHAVIOR MANAGEMENT POLICY from the director.

Any behavior that endangers the safety and welfare of your child, other children, or staff members, calls for the director's immediate attention and full support from parents. Children who engage in repeated inappropriate behavior such as bullying, physically hurting self or others, verbal put downs or other inappropriate language, frequent tantruming or out of control behavior could be asked to leave the school.

Our staff is experienced and knowledgeable in managing young children's behavior. They are trained to create a supportive environment and use techniques that are effective and respectful when it comes to helping your child experience success in a group situation. They take extra care to

- Create a nurturing and welcoming environment
- Establish rapport and trust
- Meet individual needs
- Plan for small group learning
- Plan for transitions
- Teach the routine
- Teach rules and model specific skills for getting along with others
- Offer children opportunities to make decisions and choices
- Give meaningful consequences when needed
- Be consistent and treat all children equitably

If the teaching staff has concerns about your child's behavior these procedures will be followed:

1. You will be contacted to come in for a conference at which time you will receive a written report outlining the areas of concern.
2. During the parent conference you and Wings on Words staff will develop a written contract including action plans, goals and timelines. This contract will be signed by you and the staff.
3. A follow up conference will be scheduled within 4 weeks of the original conference. At this conference WOW staff will recommend one of the following options: continuation of the plan, modifying the plan or disenrollment from the program.

### **Child Abuse**

Our staff is trained to recognize signs and symptoms of abuse and neglect and how to make reports to Child Protective services or to local law enforcement agencies. This training is repeated every two years.

If a parent or staff person expresses a complaint about abuse, inappropriate behavior or mistreatment of a child by an employee or a volunteer the director will follow the course of action outlined in the University of Arizona policies.

### **Clothing**

We recommend that you keep an extra set of clothes, including underwear and socks, here at school. Please put clothing items in a zip lock bag marked with your child's name. Water-play, messy art activities and accidents are frequent causes of changing clothes. We leave all soiled clothing inside a bag in a closed container in the children's bathroom. Your child's name will be marked on the bag.

### **Complaint Procedure**

We want to hear from you if you have concerns or questions. Please address concerns to any staff member or the director. If ever you feel your concern has not been addressed appropriately the school director will investigate further or you may speak with the director of the Child Language Center. If the problem is not resolved the director will refer you to The University of Arizona's Provost for guidance.

### **Discipline**

Our method of discipline is to teach simple and clear rules for the behavior we expect at school. The first few weeks are critical to developing relationships and a sense of trust and respect. The teachers will spend an appropriate amount of time teaching the routine and establishing a strong rapport with your child. We believe that when children are engaged in fun, developmentally appropriate activities, and are acknowledged for following rules and expectations, they will act appropriately. If your child has difficulty getting along in the preschool setting and needs more adult assistance than we can offer we will contact you to meet and discuss our recommendations.

### **Disenrollment**

Once enrolled, we hope your child will remain at WOW for the entire year. WOW may dis-enroll a child for the following reasons:

- ❖ Nonpayment of tuition
- ❖ Behavior that endangers the child, other children, or staff members' welfare or safety
- ❖ Repetitive inappropriate behavior which has not improved with intervention
- ❖ Frequent or extended absences not associated with illness
- ❖ Excessive tardiness - children who consistently arrive after class has started

### **Dress code**

Please send your child to WOW in comfortable clothing (e.g. shorts, pants, T-shirt, tennis shoes). Remember, young children play hard and get dirty. When dressing your child, select clothing appropriate for the weather. It is also important to send your child in clothes that are easy to unfasten/fasten when using the bathroom, and are OK to get dirty (or even painted on). For safety reasons, please send your child in TENNIS SHOES or other closed toe shoes. NO SANDALS, FLIP FLOPS, OR COWBOY BOOTS. These types of shoes are not safe when riding tricycles and climbing on equipment.

### **Emergency Evacuation Drills**

There are a variety of emergency situations that require staff to relocate the children or remove them from harm's way. Our emergency evacuation plan is posted in all classrooms on or near the parent information board. We practice evacuation drills once a month and include sounding the fire alarm, Code Red and Shelter-in-Place procedures. If there is a true emergency evacuation we have to be able to reach you as soon as possible so please tell us if your phone number or emergency contact information changes.

### **Field Trips**

Parents must provide written permission for children to attend field trips. WOW staff will adhere to all guidelines regarding transportation as stated in the ADHS rules for childcare centers. This includes having secure and approved child safety seats available, water, first aid kit, and two towels or blankets. A written plan will be prepared for all field trips and teachers will follow all other guidelines as stated in Child Care Licensing Rules and our Operating Procedures Manual.

If parents provide transportation for field trips for children other than their own, they must provide a copy of their license, registration and insurance. Children must ride in approved safety seats. Children may not ride in private vehicles without the parent's written permission.

### **Food from Home**

Always check with your child's teacher before bringing in a treat for the class. Arizona Childcare licensing rules prohibit us from serving food that has been prepared at home. For example, cupcakes or cookies baked at home cannot be served at school because of DHS rules and regulations. Only store bought items are allowed.

**Head Lice** As with all contagious situations if we discover head lice on a child enrolled at WOW you will be notified in writing. If your child has head lice we will call you immediately and instruct you in the procedures you must follow to treat head lice. We have very detailed written procedures which we will follow here at school to prevent the spread of head lice. We will gladly give you a copy of our procedures.

### **Hold Harmless**

It is our policy that parents sign a hold harmless consent form if they ask a staff member to provide babysitting or childcare in their home. The director will gladly discuss this policy with you.

**Gate** You will be issued a code for the key pad on our gate. This code is for you and anyone else who will pick up or drop off your child. For security purposes please do not open the gate for strangers or visitors. Instead, direct them to call the phone number listed on the sign. Please supervise your child carefully when it is time to open the gate and leave school property.

### **Holiday Celebrations**

Out of respect for all our families we hope to recognize and include a variety of special holidays and celebrations in our curriculum. We appreciate your participation in helping us learn more about your family and how you celebrate special times. We believe it is not our job to teach our beliefs or practices and we will make every effort to minimize the anxiety and stress that children often experience during some traditional holiday celebrations. We purposely avoid holiday parties. Instead, we have tasting experiences, read stories from different cultures, make special arts and a crafts and learn about celebrations from different parts of the world. We hope you will share something special about your traditions and celebrations with us during the year.

### **Inclusion**

WOW is committed to providing a quality program to all children ages 3-5 to the extent possible. When necessary, we will refer parents to programs that may better serve their child.

### **Licensing Inspection**

Wings on Words is inspected by the Department of Health Services annually. Our license number is 8868. Annual inspection reports are available to parents upon request. They are located in the main office area in the second drawer of the green file cabinet.

### **Medication**

We will administer medications according to Wings on Words written procedures and ADHS requirements. Our written procedures can be found in our Program Policy and Procedure Manual located in the office area. Children with asthma or other chronic health issues must have a medical action plan on file.

### **Parking**

Please park only in designated parking spaces. *Remember, it is against the law to leave a child unattended in your vehicle.*

### **Pesticides**

At least 48 hours before a pesticide is applied on our premises a notice will be posted on the entrance of our property and in each activity area stating the date and time of application. Written information concerning the pesticide is available from the director.

### **Personal Items**

Please label all sweaters, jackets, backpacks, water bottles and snack and lunch containers with your child's first and last name.

### **Picking-Up Your Child:**

All children must be signed in and out of WOW every day. Only persons age 18 or older may sign a child out of our facility. Only the adults you have listed on the Pickup Information Form will be allowed to take your child from the facility. Staff is trained to ask for photo ID. Please inform those listed to be prepared to show picture identification when picking up your child. When an unauthorized person is picking up your child, we request prior notification or you may give permission over the phone and staff will document this on the authorization form.

Please discuss the time you plan to pick up your child with the teacher. A consistent drop-off and pickup schedule helps your child know when to expect you and helps us plan appropriately.

### **Quiet Time**

All children attending WOW full time have quiet time between 12:45 and 2:15 each day. It is our policy that all children rest quietly without disturbing others for 30-40 minutes. Some children fall asleep and others are offered quiet activities after 30-40 minutes. You may discuss with the teacher what items to bring for rest time. Resting mats and covers are disinfected and laundered once a week.

### **Safety**

Keeping every child safe is a number one priority. This means your child is well supervised at all times. Children are never left unattended outdoors. Every child must be in sight of an adult at all times. We conduct monthly playground and equipment checks. The center is cleaned daily and equipment and materials are well maintained. Staff is well trained in how to respond to emergencies.

### **Special Placement Requests**

Parents may request that a kindergarten-eligible child continue at WOW for an additional year. The director, teaching staff and Speech Language Pathologist will review the request and make a determination.

Classroom assignments are based on the best balance of age, gender, and developmental needs. Placement decisions reflect our commitment to offering the best possible program for every child. We may not be able to honor your request for classroom placement.

### **Sun Safety**

We take sun protection seriously. Young children cannot determine if they are overheated or experiencing signs of heat stress. For this reason, our sun safety policy states that children will be sun screened in the morning and again in the afternoon. We ask that you apply sun screen before leaving your child at school and sign a permission form allowing staff to apply sun screen in the afternoon. Furthermore, between 10:00 a.m. – 3:00 p.m. during the hottest months of the year, shade will be made available for all children, sun screen will be applied prior to going outdoors and the time will be limited to periods of 15 minutes.

### **Talk It Out**

This innovative program was developed to help young children use their words to solve problems. The goal is for children to recognize problems as they occur, learn helpful words and phrases that offer a verbal solution, and develop problem-solving strategies that lead to a “win-win” negotiated settlement! Teachers help the children as they learn to do this, but teachers do not solve problems, the children do! You will receive detailed information about this unique program to reinforce this positive approach to solving problems while at home.

### **Toileting**

Children enrolled at WOW should be able to manage their own toileting needs with some help. Wearing pull-ups or diapers is not an acceptable alternative. Please send a complete change of clothing (including socks and underwear) to keep at WOW. If your child has an accident, we will place soiled clothing in a closed container in the children’s bathroom for you to take home.

### **Toys**

Except for the first few days of school when a toy or personal item may help ease your child’s transition to school, **we ask that you leave all toys at home or in the car. It has been our experience that items from home are distracting to your child and often get lost or broken.** This includes action figures, lip-gloss, dolls, balls, and trinkets. Please support our efforts by checking that your child leaves all toys in the car when you arrive at school. If you forget, the teacher will take the item and put it away until the end of the day.

### **Transportation**

Wings on Words does not provide transportation to and from school. We do transport children on field trips and we follow Arizona Department of Health Services state regulations.

# Parent Involvement

## **BUILDING A TEAM**

We consider our partnership with you to be one of the best ways to help your child learn and grow. We invite you to become an active and informed parent.

**We rely on parental support to help make our facility safe and attractive, to raise money for replacement of toys and materials, and to maintain a quality program.**

### **All families are asked to**

- Volunteer 4 hours each semester (mandatory)
- Sign up for a work day (mandatory) either in the fall or spring

### **Some of the ways you can fulfill your volunteer hours is to**

- Work on Tuesday mornings at the Scottish Rite Thrift Shop
- Answer our phones and perform secretarial duties
- Assist on field trips
- Work with other parents to organize the Scholastic book sale, the rodeo luncheon or our annual cookie dough sale
- Help with simple building repairs
- Maintain the WOW lending library
- Help with a WOW fundraising event
- Become trained as a substitute

Messages about upcoming events and program needs will be sent via email and posted on the parent board in the classroom.

## **TUITION TRADE OPPORTUNITIES**

If you are interested in working to reduce your tuition, please talk to the director.

**We have an open door policy. You are invited to come to school anytime.**

**Watch for information about social gatherings, guest speakers and parent meetings – ALL COMING SOON!**

## **CURRICULUM AND NEWS**

Our goal is to meet your child's individual learning needs and to prepare him or her for upcoming educational and social challenges. Our teachers and therapists are dedicated to planning activities to enhance and develop your child's knowledge of the world. If you have questions about your child's progress or want to know more about how to work with your child, please let us know.

### **WE WILL KEEP YOU INFORMED BY...**

- ❖ Writing weekly notes
- ❖ Sending you weekly lesson plans
- ❖ Discussing therapy goals with you every semester
- ❖ Sending you therapy progress reports at the end of each semester
- ❖ E-mailing announcements, community happenings & tips on raising children

### **PLEASE STAY IN TOUCH WITH US...**

- ❖ Phone calls: We promise to return your phone call within 24 hours. If it is important to speak with someone immediately, please call our cell phone. Typically, we are able to return phone calls at lunchtime and at the end of the day.
- ❖ Email: This is a great way to discuss concerns and to keep staff current of events that might be affecting your child. We will send you lesson plans, newsletters, photos and other information via Email.
- ❖ Attending Conferences: Parent and teacher conferences are scheduled twice a year, once in the fall and once in the spring. However, staff is available to conference any time during the year at your request.
- ❖ Reading and writing in the Parent Log: Each classroom has a parent log for you to write comments and questions. Teachers will also write messages and reminders in the log so make a habit of reading it every day.
- ❖ Complete the annual parent questionnaire so we can continue to improve and grow.

# About Us

## **Corporate Information:**

Wings on Words is a not for profit corporation under the section 501(C) 3 of the Internal Revenue Code. Our tax ID number is 86-1037966.

Wings on Words maintains liability insurance through Early, Cassidy and Schilling, Inc.

The following persons are designated to act on the behalf of the facility director when the director is off site:

- Candy Kennelly
- Michele Piihl
- Lea Cuzner
- Marina Hinds
- Franny Furrier
- Amy Greif

## **Licensing Information:**

Our facility is inspected annually by the Department of Arizona Health Services (ADHS). The inspection reports are located in the central office area and are available to parents upon request, or through ADHS at:

400 W. Congress Suite 100  
Tucson, AZ 85701  
Phone: 628-6540

For questions, comments or concerns regarding information contained in this handbook please contact:

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628-1659 or 237-0744  
kzdirector@gmail.com

Barbara Kiernan, PhD. Director  
Scottish Rite – University of Arizona Child Language Center  
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**Wings on Words is nationally accredited by  
NAC - NATIONAL ASSOCIATION COMMISSION OF EARLY CARE  
AND EDUCATION PROGRAM**