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**\*\*Please sign and return the page 8 and keep the rest for your records\*\***

**About Us:**

Welcome to the Pitter Patter Playhouse! We opened our doors in October of 2016. We have two secured-access doors, as well as security cameras in all classrooms and surrounding the facility. We are licensed by the State of South Dakota Department of Health and Social Services to serve 132 children from the ages 4 weeks through 5 years. Our hours of operation are 6:30am-6:30pm, Monday through Friday.

**Waiver:**

Pitter Patter Playhouse reserves the right to make any policy or financial changes when necessary and when it is in the best interest of our daycare facility. These changes will not compromise the quality of the child's care. Any upcoming changes in location, director, fees, etc. will be communicated with parents no less than two weeks in advance. An updated Parent Handbook will be located on our website ([www.pitterpatterplayhousesd.com](http://www.pitterpatterplayhousesd.com)) and will always be accessible to our families.

Pitter Patter Playhouse will notify, within 24 hours, any change which may affect our ability to comply with licensing regulations, such as program changes, building renovations, suspected in house child abuse, ownership change, director change, or employee felony convictions.

**Open-Door Policy:**

Pitter Patter Playhouse carries an open-door policy-- you may stop and observe your child at any time. Access would only be restricted if there is a court order in place denying contact. We encourage parents to join in on our learning and welcome helping hands in our classrooms and field trip outings.

**Disclaimer:**

NO enrolled child or their family will be discriminated against based on age, sex, race, color, religion, handicap, national origin, or ancestry.

**Mission:**

The Pitter Patter Playhouse strives to provide quality care to children. We vow to teach children through play and empower them to be themselves in a safe and healthy environment.

**Vision:**

Pitter Patter Playhouse was established to provide a safe “home away from home” where children are encouraged to wonder, discover, and grow through our play-based curriculum. Pitter Patter empowers little ones to become their own self-regulators and problem-solvers so that they may build a strong foundation for their future. We believe in nurturing creativity and curiosity as well as promoting cognitive, physical, and emotional growth through movement and stimulation.

**Our Providers:**

All the staff at Pitter Patter Playhouse are hands-on CPR & First Aid certified by the State of South Dakota, as well as thoroughly trained according to the standards of the state. All staff are fingerprinted (DCI and FBI), and required to go through an extensive background check, which includes no felonies in the last 5 years, no sexual offenses, crimes of violence, or crimes against children. Our lead teachers are required to have either a degree in Early Childhood Development and/or 5+ years of experience in a childcare setting. The program planner (director) oversees all lesson plans to ensure that children’s developmental needs are met and will have the specific educational requirements set by state standards. Our full-time assistant teachers are required to be over the age of 18 and will be working alongside our lead teachers to fully implement their curriculum. Volunteers at least 14 years of age will also be screened and may be utilized within our program.

**Meals:**

Pitter Patter Playhouse has a cook on staff, and we vow to make nutritious, kid friendly meals that your child will enjoy eating. The weekly menu is posted outside of the kitchen on Monday for that week. If your child has any allergies, please notify a staff member immediately. This information will be shared on their Brightwheel profile. If we are unable to accommodate certain meal requests/requirements, it will be the responsibility of the parent to provide what is needed; storage is available for that purpose. If an incident does occur due to food and allergic reactions, we will notify the parent immediately and seek medical assistance if necessary. **Infant Meals:** Once your child is ready for table food, we will work directly with the parent to ensure that each infant only receives what we are asked to offer. Menus are available to take home and return with specifics, or we can communicate daily through Brightwheel with what you would prefer our staff to offer throughout the day.

If your child would like to bring a snack for an early drop off/late pickup, he/she may do so. Please notify their teacher that it is available for them. **Infants-** Formula, cereal, and/or baby food must be provided by the parent. Each infant will be held during bottle feedings to allow eye contact and promote healthy relationships with staff. Bottles will not be propped, and infants will be fed according to their own schedules. **Meals served will be based on tentative schedules for each classroom.** Please see class schedule for more information. If your child gets to the center after the allotted mealtimes for their

classroom, please let the staff know via Brightwheel if they still need to eat or not, so that we can feed them! No child will be denied a meal because of the time that they attend daycare.

**Weather:**

Children attend daily outdoor activities weather permitting. Weather below a 20° Fahrenheit windchill or above the heat index of 95° Fahrenheit will prevent children from going outside. Please dress your child accordingly. Parents are required to provide sunscreen and water bottles to keep in your child's cubby for summer months; as well as snow pants, boots, hats, and mittens in the winter months. Pitter Patter Playhouse also requires the use of shoes with backs on them to prevent injuries. Swimming days will be the only exception. Please label ALL of your child(ren)'s belongings. Pitter Patter Playhouse is not responsible for lost items.

Policies and Procedures in the form of an Emergency Preparedness Plan are in place and may be available for viewing upon request.

Pitter Patter Playhouse follows the Sioux Falls School District for delays and closings. However, we do reserve the right to close at our own discretion. Parents will be responsible for payment on the days that we are closed due to weather or other unforeseen circumstances.

- 2-hour late start: Pitter Patter Playhouse will open at 10 am
- Early Closure: Pitter Patter Playhouse will give families 1 hour from the time from the time announced to pick up their child(ren), unless other arrangements have been made.
- Closure: Pitter Patter Playhouse will communicate closures through the Brightwheel app at our soonest availability.

**Holidays:**

Parents are required to pay for the (8) major holidays should they fall on a weekday. Free days may NOT be used for holiday pay. The paid holidays are as follows:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

If a holiday rests on a weekend day, the holiday will be observed on the closest weekday (Saturday-Friday; Sunday-Monday).

The center will also be closed on **Black Friday**; however, parents are NOT responsible to pay for payment on this day.

**Toys/Items from Home:**

Children may not bring toys or other items from home unless previously discussed with a staff member (pm snack, show-and-tell, etc.). Pitter Patter Playhouse is not responsible for lost or stolen items from home and will not reimburse for such. Clothing misplaced at the center will be discussed by the staff, director, and parent directly.

**Sick Children:**

Children exceeding a temperature of 101° Fahrenheit (100° Fahrenheit for COVID-19 related symptoms) or displaying other signs of illness will be removed from the classroom and a parent/guardian will be contacted to pick up the child within one hour. The child may not return until they have been symptom free for 24 hours, without the aid of medication. Also, the presence of 3 blowouts/runny diapers within one (1) hour will also result in a phone call to the parent/guardian and one (1) hour to pick up your child. ***Pitter Patter Playhouse is required to report all infectious diseases to the Department of Health, in accordance with SDLRC - Rule 67:42:03:08 (sdlegislature.gov) and SDLRC - Rule 67:42:10:14 (sdlegislature.gov).***

**Medications:**

The parent is to decide whether medication is administered and provide written permission if they request the childcare program to administer it. Pitter Patter Playhouse and the state of South Dakota requires a hand-written note complete with the ***name of the child, date, time, dosage, name of medication, and a signature from there parent*** in order for our staff to administer any over the counter medications (Tylenol, Motrin/Ibuprofen, Zarbees or other type of cough syrup, etc...). If the medication is a prescription medication, it is the responsibility of medical personnel to determine what is to be administered, when, and in what dose. These records are kept for 6 months, or until the dosage changes. It is the responsibility of the childcare program to administer exactly what is prescribed on the label or written by a physician. Medications will be stored in a cabinet above the sink or in a fridge out of the reach of children.

**Sleeping:**

*Infants:* We place babies up to one year of age on their back for **every** sleep. If a baby rolls over on his tummy on his own, he can stay in that position. If a baby falls asleep in a swing, we recommend that the child be moved to a crib or pack-n-play. If a baby is sleeping when brought in the car seat, the infant must be placed in a crib or pack-n-play. We do not use soft objects, loose bedding, or any objects that could increase the risk of entrapment, suffocation, or strangulation in a crib. This includes blankets, pillows, and bumper pads in a crib or pack-n-play (or while the child is sleeping in our arms).

After 12 months of age, these objects pose little risk to healthy babies and a light blanket or small comfort item may be used for sleeping.

We keep classrooms at a comfortable temperature. In general, babies should be dressed in no more than one extra layer than a caregiver would wear. Baby may be too hot if sweating or if his chest is warm or hot to the touch. If concerns an infant is cold, infant sleep clothing designed to keep babies warm without the risk of covering their head can be used (i.e. swaddle blankets, sleep sacks, or any sleep aid that closes with a zipper, buttons, or Velcro).

With parent's permission, we offer a pacifier at naptime. Research has found this helps reduce the risk of SIDS.

Shaken baby syndrome is caused by the brain moving back and forth inside the skull and being bumped, bruised or twisted. Pitter Patter Playhouse requires any care provider, employee, or substitute who provides care and supervision to children under age 5, to be trained in recognizing what Shaken Baby Syndrome is, how it is caused, what the symptoms of the syndrome are, and how to prevent Shaken Baby.

**Registration & Payment Policies:**

Prior to enrollment, the Pitter Patter Playhouse requires:

- Non-refundable Registration Fee- \$50
- Completed & Signed Enrollment Form
- Emergency Medical Release Form
- Photo Permission Form
- Parent/Guardian and Provider Agreement
- Signed Parent Handbook stating that the parent has read and agreed to our policies
- A non-refundable Enrollment Deposit- equivalent to one week's tuition.
  - Infants (4 weeks to 1 year) : \$210
  - Waddlers & Toddlers (1 year through 2 years): \$200
  - Preschool (3 years through 5 years): \$190
  - School-Age (6 years through 12 years): \$160 Summer; \$70 School Year
  - \$10 weekly Military and Sibling Discounts available
    - Sibling Discount is off first child
    - Discounts cannot be used together

Acceptable forms of payment include cash, check, or online payment options (Brightwheel). There will be a \$5 fee associated with debit or credit card online payments (Brightwheel) for every weekly amount transaction, and a \$.60 fee added to each invoice where a checking account is used through online payments. Tuition is due on Monday for that week (or 2 drop-offs and 1 pick-up). A late payment will result in a \$5 per day fee if not received by Tuesday at 9am. A \$35 fee will be applied for returned check or insufficient funds. Payment is still required when the center is closed due to holidays or inclement weather. ~~If your child is sick or we are closed for weather that week and you would like to use a free day, your account will be credited back that following week. Free day requests must be communicated by 12:00 pm prior to the following week's payment.~~ Refunds must be discussed with the directors before being accepted and will be credited to your account the following week.

**There is a fee of \$1 per minute that a child is at the center after hours.**

Weekly tuition will increase by \$5.00 per week on the first Monday of April every year. Other increases are up to the director's discretion, as needed.

*New Sibling Infant Enrollment:* Once Pitter Patter Playhouse can offer our current families a spot for a new infant, we will require a \$100 per week holding fee if you choose to accept the spot. This weekly holding

fee will hold your new infant's spot until the time of enrollment and will not be reimbursed after enrollment has started—full tuition will be due at that time.

### **Immunization Records**

Per state regulation, we are required to obtain current immunization records for each child in our care. We can access this information online; however, a courtesy reminder for when each vaccination is updated is appreciated. If your child is not following the typical immunization schedule, **or is behind by more than 30 days**, we require a signed and dated note from your child's physician stating that there is a plan in place to become current.

### **Free Days:**

~~Pitter Patter Playhouse gives each family (5) free days when they enroll. Families will acquire one (1) more free day each year that they are enrolled. Free days may not be used for holidays when the center is closed but may be used for unexpected closures such as snow days or illnesses when the absence is out of your control. Email a director at theplayhousesf@gmail.com to request a free day. Free day requests are required to be made by 12 pm on the Friday before tuition is due. Anything after that will not be granted. Free days may only be used when the child is absent for the day and families are required to pay full tuition otherwise.~~

### **Transportation/Classroom Outings:**

Pitter Patter Playhouse follows all rules and regulations for the transportation of children. If a class plans an outing that requires transportation, we ask that we have parent volunteers to help that class with the outing if the class size is larger than the 10 children that will fit in our van. Parents are required to leave a car seat if they wish for their child(ren) to attend a field trip. Parent volunteers must submit a copy of insurance that shows that they have liability for the children in their care. Parents are to take no more children in their care than seat belts allow. Outings will be discussed with parents/families at least two weeks in advance so that the classrooms have enough time to find parents volunteers (if needed).

### **Termination of Care:**

Pitter Patter Playhouse requires a two-week written notice prior to termination; normal tuition will be due during that time. Free Days may not be used within those two weeks. We reserve the right to terminate care immediately for the following reasons, but not limited to:

- Inability to pay tuition in a timely manner
- Excessive absences and/or late pickups
- Failure to communicate appropriately with staff
- Aggressive behavior toward any staff or children (parent or child)
- Failure to comply with policies/procedures

Families will not be required for further tuition if Pitter Patter Playhouse terminates care for any reason.

### **Discipline:**

The staff at Pitter Patter Playhouse are continuously teaching children through role modeling appropriate behaviors, redirecting inappropriate behaviors, and explaining social norms to children through stories and discussions. We encourage positive guidance and teach the children what is expected of them in order to establish self-control. "Time-in's" (keeping children close to staff) will be utilized as opposed to "time-out's". Children are not to discipline other children, but teaching empathy is highly encouraged.

Our staff are trained to seek assistance from another staff member if frustrated to prevent events such as shaken baby syndrome and/or abusive head trauma. If any suspected trauma does occur, the parents will be notified immediately, and medical assistance will be requested. Our center utilizes security cameras that are available for parents to watch with a director if there are any suspicious activities or concerns with staff. We reserve the right to refuse parents to watch cameras if an incident involves another child to be able to keep confidentiality per regulation of the state; but a director will watch for any suspicious activity and relay the information to the parents of the children involved.

October 1, 2021

I, \_\_\_\_\_ have read

the parent policies and procedures provided by Pitter Patter Playhouse.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date