

Wings on Words Toddler U



The Doves

2010 - 2011

Parent
Handbook

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!

Karex Zalerwski, Director

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.

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

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 2 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.

Hours, Tuition and Enrollment

Hours of Operation

WOW Preschool is open from 7:30a.m.-5:30p.m. Monday – Friday.

The Toddler U program hours are 8:30 - 3:30.

½ day hours are from 8:30a.m.-12:30p.m. and full day hours are from 8:30a.m.-3:30p.m. Children may attend 2-5 days per week.

Before and After Care

For an additional fee, before care is available from 7:30-8:30 except in our Toddler U program and aftercare from 3:30-5:30. Aftercare for the Toddler U program is available on a case by case basis at this time. 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.
- Parents are responsible for tuition payments regardless of the reason for the absence. If you take a 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 1st and 15th 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.

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 at least 2 years of age when entering Toddler U.
- ❖ 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 by the 1st day of school.
- ❖ have all required enrollment paper work on file.

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 service.

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.

Program Description

Educational Programs

The Toddler U program serves children ages 24 months -3 years not yet potty trained. We use a research based thematic approach to planning our classroom curriculum. Teachers observe and follow the children's lead in planning and implementing activities. You can find the daily schedule and a weekly schedule posted on the classroom bulletin board. Our classes are small in size and we maintain a teacher child ratio of 1:5. Through careful observation we discern the needs of the child and provide an environment and resources that best fosters their development.

The classroom encourages children to discover and explore their surroundings through multi-sensory manipulative materials. These materials change throughout the week in order to continuously stimulate and challenge their brain development. Children have opportunities to work on large gross motor skills and fine motor development. Individual and group reading time exposes your child to various aspects of language such as speaking, reading and listening. We encourage positive social interactions, cooperative learning and problem solving. Caretakers model cooperative behavior by demonstrating soft touches and gentle words.

During outdoor play the children have an array of equipment which concentrates on increasing large muscle skills, strength, flexibility, balance and coordination.

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.

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, having so much fun playing, listening to stories and music, singing 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 (s) 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 report how your child is doing.

Individual Family Orientation

Prior to your child's 1st day of school the teachers will set-up a meeting either at school or in your home. The purpose of this time is to:

- provide us with the opportunity to meet you and your child.
- take pictures of you and your child together for them to view at school.
- assess how the transition from home to school might go in order to better prepare for the first days of separation.
- inform you about our curriculum, the daily routine, activities, and classroom procedures and policies.
- address your concerns and answer any questions you may have.

Snack and Lunch

- ✓ Send in a snack and lunch for your child everyday. Two snacks if full day.
- ✓ Send in a fresh bottle of water everyday.
- ✓ Remember, we never heat up food.
- ✓ **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.

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 9:30a.m. followed by lunch at 11:30a.m. and another snack at 2:30 depending on what time your child wakes up from their nap. (it could be ½ hour earlier or later.)

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.

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.

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. Inform yourself: 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
- * hard boiled 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 staff have concerns about your child’s ability to remain in school or return to school 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 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

We ask you to arrive at school between 8:30 – 8:45 a.m. This way parents and teachers can have a proper “exchange time” for their children in an unrushed manner. Late arrivals can disrupt the flow and consistency of the morning activities for all children and staff.

When you arrive to pick up your child, feel free to join us until he/she finishes their work or the story they are listening to. Our goal is to ensure that all children end their day without distractions or interruptions. A good time to arrive is between 12:15 – 12:30 or 3:15 and 3:30 again so that a “rush” is avoided and each child receives a proper goodbye. Unfortunately these times are not convenient for teachers to get involved in lengthy conversations. At your request, a meeting with a teacher or therapist will be scheduled.

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

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.

Behavior Management

The first few weeks of school are an important time for us to reinforce kind and thoughtful acts toward others and insure that all children feel respected and safe. We believe that when children are taught what is expected and gently shown how to get along with others, when they are engaged in meaningful and fun learning then misbehaving decreases. Special consideration is given to our youngest children as they are beginning to learn about socializing and what it means to be in a group setting. Loving guidance and support will be offered to our toddlers as they gain more independence and their personalities blossom. In the unlikely event that problems do arise, it is our policy to contact you immediately and arrange a meeting. The purpose of this meeting would be to agree on a specific plan of action identifying responsibilities of both the home and school.

Our staff is experienced and knowledgeable in managing young children’s behavior and understand child development. 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 and/or to local law enforcement agencies. This training is repeated every two years.

If a parent or staff person expresses a complaint about abuse or inappropriate behavior of 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 2 extra sets of clothes at school. Please put clothing items in a zip lock bag marked with your child's name and write their names on larger pieces of clothing. 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 diapering area. 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

We believe that when children are engaged in fun, developmentally appropriate activities, and are acknowledged for following rules and expectations, they will respond favorably. Our hope is through regular daily oral communication and weekly written notes to take care of situations before they become problems.

Disenrollment

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

- ❖ Nonpayment of tuition
- ❖ Behavior that endangers the child, other children, or staff members' welfare or safety
- ❖ 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). When your child is transitioning to underwear, for girls, remember dresses are difficult for a child using the toilet and for cleaning up accidents. 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 scooters and climbing equipment.

Emergency Evacuation Drills

There could be 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.

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.

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.

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, and create special arts and crafts projects in order to 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 2-5 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 the Operational 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 and do not park close to the gate or main entrance of the school. *Remember, it is against the law to leave a child unattended in your vehicle.*

Picking-Up Your Child

All children must be signed in and out of WOW everyday. 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 his or her 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 Toddler U full time have quiet time following lunch usually between 12:30 until 2:30- 3:00 each day. A child who is tired before that may sleep after lunch. 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. We provide resting mats and covers which 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.

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.

Diapering/Toileting

Children will be assisted with their personal hygiene needs. Our classroom offers a bathroom with two small toilets and a diaper table designed for changing diapers while standing up. In this way, the child actively participates in the process by helping pull down their pants, bending over, and holding up their shirt. (Not all at the same time!) If your child comes to us in diapers we follow all ADHS requirements including documenting diaper checks every 2 hours. Whatever stage of toilet training your child is in, we make a plan designed for them to be successful. When teachers and parents observe that a child is ready to move to underwear, we work together to decide the best time to begin training so children receive enough support throughout this process to make it a positive experience. We use verbal praise as positive reinforcement. When your child has an accident, we will place soiled clothes in a closed container in the bathroom for you to take home. Please don't hesitate to ask any questions or share concerns about your child's diapering/toileting needs.

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.

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 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
- help with simple building repairs
- maintain the WOW lending library
- help with a WOW fundraising event

We use our dry erase boards located near the entrance of the building to tell you about important events and share information. The messages get changed weekly and sometimes daily. Be sure to read the boards!

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.

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...

- ❖ Daily checklists and verbal communication
- ❖ Writing weekly notes
- ❖ Therapy progress reports 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 classroom news, school wide 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 everyday.
- ❖ Drop a note or suggestion in **THE HOUSE** located in the front lobby.
- ❖ 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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