



Parent Handbook

Mission Statement-

AJ's Treehouse exists to provide families with the flexibility, convenience, and the highest quality drop-in hourly child care for children ages 2 years to 12 years as a service for the families of Salt Lake City.

About Us-

Our workers are CPR certified and trained in administering First Aid, and our Treehouse Directors are fully certified through the Utah State Department of Health, Bureau of Child Development.

Our Services-

AJ's Treehouse cultivates healthy families by providing safe, quality drop-in childcare for children ages 2 years to 12 years. AJ's Treehouse offers a safe and fun environment for children to play.

Whether you want to go to the gym, get coffee with friends, run errands, simply have a quiet afternoon at home, or enjoy a spontaneous evening out, we can accommodate your pre-planned or last minute childcare needs.

We are licensed by the State of Utah as an Hourly Center, we provide the finest hourly childcare in Salt Lake City.

As a "free-play" center, AJ's Treehouse is a giant playroom with age appropriate toys. There is a big room for children between the ages of 2 years to 13 years. Children are encouraged to play with whatever and whomever they choose. Through creative activities such as finger painting, role playing and costume/dress-up centers, video game centers, craft and drawing stations, kitchenettes, dolls, cars, climbing gyms, books and videos, the atmosphere creates an excellent place for children to learn how to interact with other kids and teaches them character building traits such as sharing, cleaning up after themselves, being polite, and making friends. These skills cannot be learned or taught as well in a babysitting atmosphere in a private residence.

Most of all, AJ's Treehouse is a fun atmosphere where kids can run and play and don't want to leave!!

As a convenient alternative to conventional baby sitters, parents have a safe, fun, certified, and character building service, which allows for them to do “adult” activities without having to look after children or schedule baby-sitters. AJ’s Treehouse is an easy, always-available option for child care when parents want to go on a last-minute date, to an office Christmas party, or just complete daily tasks such as grocery shopping or a relaxing trip to the local gym.

Food-

AJ’s Treehouse offers a snack package of animal crackers and goldfish for \$1.00 per child as well as meals and drinks on an a la carte basis as an option for parents and kids. If you have a bulk card, animal crackers and goldfish are offered for that child at no additional cost. In compliance with local and state health regulations, all food is pre-packaged. Therefore, parents don’t need to hassle with feeding their kids before the sitter comes, or going to a drive-thru on the way to the center. Parents are also welcome to bring their own prepared **peanut-free** snacks/meals/drinks. Please double check all food labels for descriptions like “may contain peanuts” or “was processed in a facility that also processes peanuts”. These foods cannot be permitted at the center. Also, we do not provide refrigerator space for items that need to stay cool.

Policies and Procedures-

Ages of Children Accepted-

AJ’s Treehouse is licensed to accept children between the ages of 2 years and 12 years old. There is a maximum of 36 children per hour allowed as per Bureau of Child Development regulations. We maintain a staff to child ratio of at least 12:1. We will always maintain compliance with updated Bureau of Child Development regulations.

Hours of Operation-

Monday – Thursday 7:00am - 9:00 pm

Friday 7:00am - 11:00 pm

Saturday 7:00am - 11:00 pm

Sunday Closed

AJ’s Treehouse will close at 8:00pm Monday-Thursday and 10:00pm Friday and Saturday if no children are currently at the center.

Visitor’s Policy –

Visitors to AJ’s Treehouse must sign in and out at the front desk on the “Visitors Sign-in Sheet”. Visitation will include one tour per family, during which a staff member will accompany the family through the facility. Future admittance to the play area will be allowed for staff and registered children ONLY. Parents are welcome to view their children any time in the play area from behind the half-walls in the lobby area.

Late Policy-

Late fees will be applied anytime a child is picked up after closing time. All late fees are applied as follows: \$5.00/child penalty fee for the first five minutes that child(ren) remain(s) at the center and \$1.00/child penalty fee for each additional minute after that.

We understand that there may be occasions when being late is unavoidable. Therefore, we will allow three late pick-ups before temporarily-suspending the family’s enrollment at AJ’s Treehouse for a period of one month. Subsequent offenses after the suspension period may result in termination of enrollment at AJ’s Treehouse.

Please be aware that there may be other circumstances under which we may call you to ask you to pick your child(ren). If for any reason (i.e. illness, disciplinary) we call you and ask you to come pick

up your child, whether it be in person or by voicemail, you have 30 minutes to do so before we will begin charging double due to the fact that we need an additional employee to come to the center to properly care for that individual child. The double hourly rate is at the FIRST child rate. Therefore, the parent will be charged \$18.00 an hour if they leave the child at the center past the 30 minute notification time/phone call. This is one reason why it is important that you can be reached while your children are in our care.

Holidays -

AJ's Treehouse will be closed for the following holidays: Christmas Day and New Years Day. We will close at 6:00pm on 4th of July, Halloween.

Drop-off/Pick up –

Each parent who drops off a child at AJ's Treehouse will be required to fill out a registration form and informational paperwork. In addition, the Bureau of Child Development requires that we receive a Statement of Health signed by a physician at the time of registration. *If the appropriate medical information is not provided within the allotted time period, your registration will become invalid and your child may not visit the treehouse until the proper paperwork has been recorded.* Registration forms may be downloaded online prior to your first visit. You can print them off, fill them in and bring them to the store on your first visit. Please allow 10 minutes for your initial drop-off and 5 minutes for each subsequent drop-off to ensure that all sign-in procedures are followed. It is your responsibility to make sure that your kids are ready to play (socks on, clean diaper, hands sanitized)!

All children must be signed in and out as a matter of accountability and child safety. **A working, available telephone or contact number must be left on the sign-in sheet for us to contact a parent in the event of an emergency.** The sign-in clipboard is what we take with us in an emergency (i.e. fire) and we must have a way to contact you.

If a person other than a parent is picking up a child, we must be notified at the time of checking in, and that person must have proper identification and be listed on the registration paperwork.

Rates and Reservations- *1 hour minimum*

Hourly rates:

First Child: \$9.00/hour

Second Child: \$5.00/hour (Children must be siblings to use the group rate.)

Day Passes are \$50/day for up to 10 hours.

Bulk Hours - Buy hours in bulk at a discount rate:

10 Hours-\$80 (\$1.00 off per hour)

20 Hours- \$150 (\$1.50 off per hour)

30 Hours- \$210 (\$2.00 off per hour)

Bulk hours are for one child only. The rate for each additional child is consistent with the standard rates for siblings but may also be purchased in bulk for convenience. Animal crackers and goldfish are offered for free to families who have bulk cards. We will not refund any unused block-time, all sales are final.

Membership: Setting up autopay for \$60/month allows for 10 hours/month. (\$3.00 off per hour)

Payment for childcare is due in full at the time of check out. Rates will be based on hours rounded to the nearest 15 min. We accept VISA, Mastercard, Discover, or cash. No checks.

Reservations –

Reservations are highly encouraged since we are limited to 36 kids per hour. If you do not have a reservation, we operate on a “first-come, first-served” basis. All reservations will be held for 20 minutes. If you have a change of plans, please cancel your reservations.

Out-of-state customers-

We would love to assist you during your visit to Utah! Out of state customers may use the facility one time with a completed registration form. The registration fee will be waived but there will be an increase of \$2.00 an hour per child. In order to use it more than once, we must have a statement of health and immunization record on file.

Registration-

Upon your first visit, there will be a registration fee of \$30 per family. This fee is due each year on your registration month anniversary.

AJ’s Treehouse must have a completed registration form, immunization record and statement of health before a child may be left in our care.

Activities-

AJ’s Treehouse is created to be a safe place where kids can be kids. We have a daily schedule that we follow for those kiddos who prefer structure and we also provide a “free-play” environment for kiddos who prefer to just play with whatever they choose. We encourage children to be creative in their playtime and therefore we have centers for art, role play, listening and watching, building, and playing!! Any movies, video games or music allowed in the center will be family friendly. There will be a scheduled “quiet time” from 8:30 pm until close Friday and Saturday evenings in which a movie will be shown. The television is usually playing some kind of music DVD at all times. However, children are not allowed to simply sit and watch the television for long periods of time. It serves mainly as a distraction for those kiddos who need to simply take a break for a few minutes.

Daily Schedule- *Schedule is subject to change

7:00 a.m. – Free Play

9:15 a.m. – Arts & Crafts

10:00 a.m. – Morning Snack

10:15 a.m. – Game/Music Time

11:00 a.m. – Story Time

11:30 a.m. – Lunch

12:30 p.m.-1:30 p.m. – Quiet Time with Movies or Quiet Play Activities

2:30 p.m. – Game/Music Time

3:00 p.m. – Afternoon Snack

3:30 p.m. – Arts& Crafts

5:00 p.m. – Game/Music Time

5:45 p.m. – Story Time

6:00 p.m. – Dinner

8:00 p.m. – Evening Snack

8:30 p.m. – Movie Time

Healthy Play-

AJ's Treehouse has a play area that promotes fun, healthy and happy kids – providing countless activities for children in a safe and healthy environment. Our unique play area provides a great place for children to exercise while they learn.

Education Week research reports that kids gain cognitive benefits from play and exercise. Play can improve thinking processes that involve planning, organizing, developing abstract thought and maintaining self-control in as little as 20 minutes of interactive activity. And more play counteracts childhood obesity. Active play experiences are a part of a healthy lifestyle that parents want for their children. The play pieces are anti-bacterial and are the healthiest choice for kids play experiences. Our play area is designed and manufactured in accordance with the highest industry standards and safety guidelines. Our play area design was reviewed a safety inspector, adheres to the Americans with Disabilities Act (ADA) and the American Society for Testing and Materials (ASTM) standard safety specifications for playground equipment.

AJ's Treehouse helps children be healthy and happy!

Communication-

No one knows your child like you do! We encourage communication between parents and AJ's Treehouse staff. We want to make your child's stay at AJ's Treehouse a positive experience. Please let us know of any special requests you may have for your child.

AJ's Treehouse is regulated by Bureau of Child Development. The minimum standards policies for child care centers and our inspection reports are available for review. We maintain an open-door policy. Parents may visit and observe our center at any time. A director or group leader is available to discuss any concerns about the policies and procedures. If a parent would like to stay in the center with their child, we must have a completed criminal background check.

Discipline Policy –

We work with each child by giving verbal warnings and redirection. However, when these attempts do not work, time-out is imposed. However, there are instances in which a child is simply not ready for this type of free play environment. In these instances, we may encourage parents to wait a few months, and then try again. If we experience repeated difficulties with any child, we reserve the right to refuse admittance to AJ's Treehouse for that child.

Emergency/Disaster Policy-

Safety is our number one priority and our center was built with that in mind.

In the unlikely event of any the following, our policy is as follows:

Fire - the staff will evacuate the building. Attendance will be taken and children will safely escorted out of the building to Summit Cleaners.

Tornado - the staff will calmly lead the children to the back of the center where they will be most protected from broken glass, etc.

Blizzard- if conditions worsen or watch is in effect, parents will be called to pick up their children. The on-site director will monitor news reports closely. The center will close early so that staff may safely make their way home. The center may not open on days in which heavy snowfall is present.

Lock Down- the staff will calmly lead the children to the back of the center where they can remain out of sight. Under more severe circumstances, children and staff will lock themselves in the restroom facilities at the back of the building.

Reunification with Families- At check in, parents are required to leave a working telephone number that we can reach them by on the sign-in sheet at the front desk. This information will be retrieved and brought with the group in any emergency event. Either the Shift Leader or the Group Leader will

begin contacting parents once it is safe enough to do so. Two staff members will remain on site until each child has been picked up.

Abandoned Child - if a child is left in our care for more than one hour past closing time, and we are unable to reach any of the emergency contacts, which the parent has provided, the local police will be notified.

Lost Child - children are counted constantly at our center. The front and back doors are always locked and have alarms to prevent anyone from entering or leaving the center unnoticed. In the unlikely event of a lost child, the police will be called and parents will be immediately notified.

Accident - in the event of an injury to a child, the center is equipped with a fully stocked first aid kit, and our staff has CPR and first-aid training. Accident reports are written up for all minor accidents that leave a mark on the child. These reports are kept in your child's file. If further action is required, we will call 911 for emergency medical assistance. You will be contacted immediately by telephone in the event of a serious injury.

Well Child-

To keep all of the children and staff healthy and safe, we cannot accept children at AJ's Treehouse that exhibit the following symptoms:

- Fever of 100 degrees or over within the past 24 hours
- Persistent cough
- Discolored nasal discharge
- Diarrhea
- Vomiting

If your child is dropped off with any of these symptoms, you will be required to come and pick them up.

Parents are required to sign a medical emergency release form at the time of registration.

Special Needs-

AJ's Treehouse asks that parents of special needs children inform staff members of any and all special needs. As a parent-center team, we will determine if the center is equipped to meet the special needs. If so, we would like to create a developmental plan that is safe and healthy for staff, your child, and other children. If one on one attention is needed, an increase in hourly rate will apply. All services offered to special needs children will be in compliance with the Americans with Disabilities Act.

Personal Items-

Toys from home are not permitted. If a toy from home is brought, we will require that the child leaves the item in his/her cubby. All personal belongings (cups, lunch boxes, etc) should be marked with first and last names to avoid confusion. AJ's Treehouse will not take responsibility for personal items lost or left at the center. Lost and found items will be stored for a maximum of 30 days in the front of our center, after this time items will be donated to Good Will. Children may bring in their own food if it is PEANUT FREE!

Shoe Policy-

Socks **must** be worn at all times to protect the health and safety of all children and staff at AJ's Treehouse. Shoes are NOT permitted due to the installation of the soft play elements. Shoes may be stored in the cubby. Socks may be purchased for \$2.00 a pair.

Diapering/Potty Policy-

All diapered children MUST arrive at AJ's Treehouse in a clean dry diaper (no cloth diapers). Children must be 100% potty-trained if in regular underwear. This includes going by themselves without reminders and being able to handle their own clothing. Child must be able to take care of their own wiping and hand washing needs. If a child has a problem in any of these areas we reserve the right to require them to come in a pull-up until further notice. Diapers may be provided for 1.00 each and pull-ups for \$3.00 each. Over-the-counter ointments for diaper rash may be administered to children with written parental authorization. These preparations may not be applied to broken skin unless there is a written order by your prescribing practitioner.

Medication-

Prescription medications can be administered only with the written order of a person with prescriptive authority and with written parental consent. It will be kept in a lock box at the front desk. A medication log will be kept daily.

Emergency treatment medications such as EPI Pens and albuterol inhalers require an individualized health care plan from a physician. The written order by the licensed prescribing practitioner must include:

- Child's name
- Licensed prescribing practitioner name, telephone number, and signature and stamp
- Date authorized
- Name of medication and dosage
- Route of medication
- Length of time medication is to be given
- Reason for medication
- Side effects of reactions to watch for
- Special instructions

In the event that an EPI Pen needs to be administered, AJ's Treehouse staff will call 911 and the parents will be notified.

Insulin medications will not be administered by AJ's Treehouse staff.

Nebulizer treatments may be administered by AJ's Treehouse staff when families have arranged to pay an increased hourly rate since giving the medication would require an additional staff member.

Quiet Time-

A quiet movie time will be on Fridays and Saturdays starting at 8:30pm until closing so those who need to sleep may have the opportunity to do so. During this time, an educational or family feature children's video will be shown.

Child Abuse-

We are required by law to report any suspected child abuse.

A "How to Report Child Abuse" form is available for all parents, as required by Utah law.

You can also report abuse or neglect by calling (719) 444-5700 or email childabuserreport@elpasoco.com

Under the Influence-

We ask that anyone under the influence provide another driver come with the parent to pick up the child. If a parent is suspected of driving under the influence, authorities may be notified.

It is our privilege to serve you. We sincerely hope that our service can be a blessing to your family. We appreciate any kind of feedback, both positive and negative, to ensure that we are meeting all your needs.

Thank you for choosing AD's Treehouse