

# Wildhorse Children's Center

Tamarack Resort

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208.325.1021

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**Welcome!** We would like to welcome our Tam Fam, the Wildhorse Children's Center. This handbook has been created to inform guest of our policies and promote communication between families and childcare staff. Please read this handbook carefully and feel free to come to us with any questions that you may have. We love to hear from parents and are always open to suggestions. Wildhorse Children's Center is committed to providing a healthy, safe, loving environment for children to learn and grow physically, emotionally, and creatively at their own pace. We want to help your child increase their emotional and social development by treating them as unique individuals and allowing them to express themselves in a variety of facets. We strive to make your child's time at daycare the best experience it can be.

## **HOURS OF OPERATION**

Our facility is open Wednesday-Sunday, 8a.m – 4:30p.m. We are closed on the following holidays:

- Thanksgiving Day
- Christmas Day

**Reservations / Attendance Policy** Wildhorse Children's Center is open Wednesday through Sunday 8:00 a.m. – 4:30 p.m. to guests. All are required to reserve at least 48 hours in advance, spots are first come first serve. We strictly abide by the State of Idaho Staff-to-Child Ratio requirements. Guest need to reserve through the tamarack website under the daycare tab. All the information you need is one this page. **Reservations are online only.**

**Drop Off / Pick Up Policy** Daycare staff will perform a visual health check for each child upon arrival. Staff will communicate with parents regarding the child's health. Parent's must sign their children in on the sign in sheet at drop off. Children must be checked in and out by a parent/guardian or approved pickup person each day. If the person picking up a child is not on the child's enrollment form, permission must be granted by the parent or guardian. Photo ID will be required by the person picking up your child if the staff member is not familiar with that person. Children will not be released to unauthorized individuals. Resort employees must drop off children no earlier than 8:00 a.m. and pick up their children no later than 4:30 p.m.

***Late Pick Up.***

If a child is left at the Daycare past closing, and the parents or other contact person cannot be reached, the following procedure will be followed:

- Wildhorse Daycare closes at 4:30 pm. Parents will be charged \$5.00 per child, per minute if not picked up by closing time. This amount will be charged to your account accordingly.
- If your child is not picked up by 4:45 pm, the late fee will raise from \$5 to \$10 per minute. In conjunction with other behaviors, if excessively late, we reserve the right to terminate your future reservations at any time. It is important that your child is pickup promptly because it is respectful and courteous to our staff, and beneficial for the health and development of your child.
- Children not picked up by 5:00 pm are considered abandoned; proper authorities will be called.

***Wildhorse Cancellation Policy***

Our goal is to provide quality care to all our guest. No-shows and cancellations inconvenience not only our providers, but our other guest as well. Please be aware of our policy regarding missed reservations.

**Appointment Cancellation**

When you book your appointment, you are holding a space on our calendar that is no longer available to our other guest. In order to be respectful of your fellow guest, please call the Wildhorse Daycare as soon as you know you will not be able to make your reservation.

If cancellation is necessary, we require that you call at least 2 days in advance for a full refund and 1 day in advance for a %50 refund. Reservations are in high demand, and your advanced notice will allow another guest to be able to reserve a spot or come off the waitlist.

**How to Cancel Your Appointment**

If you need to cancel your appointment, please call us at 208.3251021 between the hours of 8am-4pm. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

**Late Cancellations/No-Shows**

A cancellation is considered late when the appointment is cancelled less 2 day before the appointed reservation. Reservations that are canceled the day before are able to get a %50 percent refund. The same day cancellation and no-show, when a guest misses a reservation without cancelling, will not acceptable for a refund.

***Parent Responsibilities*** Parents are responsible for bringing any items a child may require such as diapers, baby wipes, diaper cream, baby food, milk, formula, or breast milk. Parents are required to bring a water bottle or sippy cup with their child's name on it.

**ARTS AND CRAFTS**

Art has the magical ability to help reduce children's stress behaviors. Children will enjoy the opportunity to express themselves through various crafts. We encourage to bring children in clothes that can get dirty.

### **FREE PLAY**

"Free-play" activities are included into the morning and afternoon schedule. During Free-play teachers will watch, observe and occasionally join in. Free-play is a great way for a child to develop crucial skills that they will need for happy, healthy and productive lives. It also helps with socially, emotional and cognitively through the development of relationships.

### **NAP/REST TIME**

Quiet time starts shortly after all the children in the center have finished their lunch. Resting time children will watch a children's movie. We will be providing cots, blankets and pillows for our nappers. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting.

### **Lunch:**

Lunch is at 11:30 a.m. Please pack your child/ren a ready cold lunch. Snack times are 9a.m. and 3p.m. so please make sure you pack enough food for the entire time your child is in our care.

### **Toilet Training Policy**

We strive to support children's efforts of toilet training during their time at daycare. However, there are some key signs to look for before we can help a child with this important milestone. The key signs of readiness for toilet training include:

- The child pulls down and up their pants and underwear/pull-ups on their own without assistance.
- The child verbally communicates to you when they need to go to the bathroom.
- The child's is dry after nap times and for long periods during the day.
- The child can hold their bowels and bladder until they get to the toilet once they realize that they need to go.

If these signs are not present, a child is not ready to toilet train at daycare. If they are ready, parents must provide 2 sets of extra clothing, including socks, and remove/replace soiled clothing daily.

### **Illness Policy**

Parents must abide by the facility's illness policy and communicate with staff about any symptoms or health concerns in their household and pertaining to their child. Parents are responsible for reading this handbook, signing, and submitting the acknowledgement of policies and completed enrollment form.

Our illness policy is designed to protect staff, children, and families. It has been modified to accommodate CDC guidelines regarding the spread of COVID-19 and other viruses.

- Persons who have a fever or any visual sign of illness will not be admitted to the facility.

- Families should be on the alert for any signs of illness in their children and keep them at home if they are sick.
- Children are visually screened for any sign of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness. We will take a temp check if the child feels warm.
- Personal Protective Equipment (PPE) is provided for staff and children as needed.
- Staff will take everyday preventive actions to prevent the spread of respiratory illness as recommended by the current CDC guidelines including proper handwashing, cleaning and disinfecting frequently touched surfaces, and covering coughs and sneezes.
- If someone becomes ill while at the facility, they will be sent home as soon as possible. The ill person will be isolated while waiting for pickup. After the ill person has gone home, all surfaces in the isolation area and any area where the ill person had contact will be cleaned and disinfected.
- A doctor's note may be required for a child's return.
- If COVID-19 is confirmed in a child or staff member CDC guidelines will be strictly followed.
- Symptoms of COVID-19 vary from person to person. The following list includes symptoms that have been noted in previous cases of COVID-19\*:

1. Fever of 100°F or higher
2. Cough
3. Shortness of breath, difficulty breathing or wheezing
4. Tiredness
5. Aches/pains
6. Nasal congestion
7. Drainage (clear or otherwise) from the nose, eyes, or ears
8. Sore throat
9. Diarrhea or vomiting
10. Loss of smell/taste

\*Note- This is not a comprehensive list of all signs and symptoms and according to the CDC some people with COVID-19 are asymptomatic.

While the above symptoms are related to COVID-19, a more extensive list is included below. See "WHEN A CHILD CANNOT ATTEND DAYCARE"

If a child is sent to daycare with any of these symptoms or develop symptoms during the day they will be sent home. Children cannot not be medicated and then sent to daycare (i.e. given

Tylenol to break fever). Children must be unmedicated and **symptom free for at least 48 hours before returning to daycare**. Please arrange for alternate care if your child is sick.

Staff will make a final decision about continued care based on:

- Centers for Disease Control and Prevention and Idaho Department of Health Child Care Guidelines.
- The ill child's ability to participate in routine activities.
- Need for care that is greater than the staff can provide without compromising the health and safety of themselves and other children.

### ***WHEN A CHILD CANNOT ATTEND DAYCARE***

#### **HEALTH AND SAFETY POLICIES ILLNESS:**

Our first priority at Wildhorse Daycare is providing a healthy, safe environment for every child. An illness prevents a child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom, or a child is experiencing any of the following conditions:

- Fever of 100 or greater, until 24 hours symptom-free without fever reducing medication
- Signs/symptoms of severe illness, including lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- Diarrhea (not associated with diet changes or medications) (Two instances) until diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed healthcare professional
- Blood in stools that is not explainable by dietary change, medication, or hard stools.
- Vomiting (One instance) the child can return after vomiting has been resolved for 24 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration
- Persistent abdominal pain (continues for more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
- Mouth sores with drooling, unless a health care provider determines the sores are not contagious
- Rash until a physician determines that these symptoms do not indicate a communicable disease
- Pink eye (conjunctivitis) until after treatment has been initiated for 24 hours
- Head lice, from the end of the day until after first treatment
- Scabies, until after treatment has been completed
- Tuberculosis, until a health care provider deems that the child is on appropriate therapy and can attend child care
- Impetigo, until 24 hours after treatment has been initiated
- Strep throat, until 24 hours after initial antibiotic treatment and cessation of fever
- Chickenpox, until all sores have dried and crusted (usually 6 days)
- Hand Foot and Mouth sores have dried and crusted and no fever
- Pertussis, until 5 days of appropriate antibiotic treatment has been completed
- Mumps, until 9 days after onset of symptoms

- Hepatitis A Virus, until 1 week after onset of illness
- Measles, until 4 days after onset of rash
- Rubella, until 6 days after onset of rash
- Unspecified respiratory tract illness accompanied by another illness which requires exclusion
- Herpes Simplex, with uncontrollable drooling a child who becomes ill while at our facility must be removed from the classroom to limit exposure of other children to communicable disease.

An ill child will be sent to the front to wait for his/her parent to arrive. For this reason, we ask families to make every effort to pick up a sick child as soon as possible. Our facility reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed healthcare professional stating that the child is not contagious. Please contact our facility AS SOON AS POSSIBLE at 208-325-1021 whenever your child is ill. **NOTICE OF EXPOSURE & REPORTING DISEASE** If your child is exposed to a communicable disease, a notice will be sent out to parents via email. If your child or anyone in your household becomes ill with a communicable disease, please notify the Director immediately.

#### **POWER FAILURE**

Staff members and children should remain in the classroom and, if possible, proceed with activities as usual. If power cannot be restored within a reasonable amount of time, the center will close and parents contacted.

- Staff is responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume until parents arrive.

#### ***Immunization Policy***

As a state-licensed childcare facility we are required to keep each child's immunization record on file. If you do not have a copy we can access it online for you via Idaho's Immunization Reminder Information System ([iris.dhw.idaho.gov](http://iris.dhw.idaho.gov)).

#### ***Medication Policy***

- Wildhorse Children's Center does not administer medication, prescribed or otherwise.
- Exceptions will be made for children with chronic conditions such as asthma or diabetes.

#### ***Special Needs Care***

- Our childcare program is designed to meet the needs of all children including those with special needs and/or disabilities. PLEASE NOTE: we are not currently staffed to provide care to those who require one-on-one assistance for routine activities.
- Wildhorse Children's Center reserves the right to refuse care to any child with physical or emotional needs that cannot be met by our staff, and/or when providing care would jeopardize the health and safety of other children.

### ***Discipline Policy***

At Wildhorse Children's Center, our discipline policy centers around respect and responsibility. We encourage each child to be a respectful, responsible member of our group. This ranges from children cleaning up after themselves to using manners and politeness when speaking with staff, parents, and each other. All "rules" center on these respect/responsibility/safety guidelines. Our motto is, "Respect yourselves, Respect others, Respect this place." We reserve the right to refuse care to any child with behavioral needs that cannot be accommodated by our staff.

### **WEAPONS/VIOLENT PLAY**

There is a strict no weapon play policy at our facility. Children are not permitted to play with weapons of any type or size or pretend that other items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or violent play. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others.

### ***Biting***

Biting is a normal part of early childhood development. Babies and toddlers bite for a variety of reasons, such as teething or exploring a new toy or object with their mouth ("mouthing"). As they begin to understand cause-and-effect, they also might bite a person to see if they can get a reaction.

Biting also can be a way for toddlers to get attention or express how they're feeling. Frustration, anger, and fear are strong emotions and toddlers lack the language skills to deal with them. So, if they can't find the words they need quickly enough or can't articulate how they're feeling, they may resort to biting as a way of saying, "Pay attention to me!" or "I don't like that!"

Biting tends to occur most often between the first and second birthday. Biting is a normal part of early childhood development, however, biting that continues past two and a half to three years of age is not appropriate. Parents may be called to pick up their child from school and may be excluded for the day if he or she continuously exhibits this behavior past the age of three.

### ***Dealing with undesirable behavior Spitting/ Bodily Harm/ Language/ Inappropriate touching***

Our starting point is to consider child's age and stage of development:

Unacceptable behavior includes:

- • Bad language and derogatory language
- • Physical harm of the other children/self or staff.
- • Repetitive damage of Wildhorse property or of that belonging to another child.
- • Persistent bullying.

Staff will try to prevent unwanted situations occurring by intervening before they happen. We have a variety of strategies that we use to deal with unwanted behavior. These vary according to the age and stage of the child, the situation and other factors such as tiredness. These include:

- Verbal warnings with explanation
- Removal of equipment
- Distraction
- Removing of child from situation
- Reminders
- And if appropriate time out.

However, our focus is always on promoting positive behavior and the prevention of unwanted behaviors.

### **Inappropriate Touching:**

All inappropriate touching that is observed and notice by the daycare personnel must be immediately reported to the preschool director. Daycare personnel must try to prevent any inappropriate behavior as much as possible by keeping all children under close supervision at all times.

If a child is showing persistent behaviors:

1st: Persistent behavioral problems will be discussed with the parent/ child care attendant, noted in the child's records.

2nd: Child will be dismissed for the remainder of the day with no refund/ or If necessary child will be removed from the Wildhorse program.

### **Covid**

We will be following CDC guidelines

Reliable information about coronavirus can be found here:

State of Idaho Official Novel Coronavirus (COVID-19) Website

<https://coronavirus.idaho.gov/>

Central District Health COVID-19 Website

<https://www.cdh.idaho.gov/dac-coronavirus>

Thank you for choosing Wildhorse Children's Center at Tamarack Resort. We look forward to caring for your little ones!

Alyssa Brown Wildhorse Daycare Manager

Megan Wilke Wildhorse Daycare Supervisor

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