

terraTime



Parent Handbook

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Welcome

We are pleased to serve you and your child in our outdoor enrichment programs. Creating a program experience for your child that is nurturing, fun and inspiring is a priority for all of us. We welcome your input and look forward to working with you and your family.

This handbook contains important information that will help inform parents and community members about TerraTime's enrichment programs. The policies and procedures have been designed to provide high quality services to all participants. Please take the time to read this handbook and share it with your child, as is age appropriate. You and your child are responsible for the information that follows. If you have questions, please contact your Site Director.

Our Mission

Our mission at TerraTime is to get kids outside in nature. Moving. Exploring. Discovering. Playing. Growing. Learning. Experiencing the joys of childhood.

TerraTime provides opportunities for children to experience the therapeutic benefits of extended time in nature, while fostering child-directed play and learning.

Our Values

- Building caring relationships with children, parents, and families
- Creating positive, outdoor experiences that promote healthy development
- Striving towards excellence through planning, training, and collaboration
- Operating evidence-based programs that reflect best practices and professionalism

Our Results

TerraTime programs are designed to help children develop a range of school readiness and life-long learning skills. While the specific outcomes may differ to some degree, there are several elements that are key to all TerraTime outdoor experiences. These include: spontaneous play, cooperative effort, self-awareness, social skills, motor planning, problem solving, sensory integration, creativity, curiosity, self-reliance, belonging, empathy and an increased knowledge and appreciation of the natural environment.

Our Team

Our team members are carefully selected, trained and have a wide variety of child-development experiences. The team will facilitate active learning by providing a sensory-rich and engaging environment, which fosters lifelong learning and encourages each child's potential. All employees have received a background check. In addition, Site Directors and Lead Teachers are certified in CPR and First Aid.

Enrollment Fees & Forms

TerraTime provides enrichment programs for children ages 4-11 years old. Our programs are in high demand and fill up quickly. There are many factors involved in determining the cost of our programs, such as the geographical area, number of sessions, and length of each session. As a result, the cost of our programs can vary. Pricing information is provided within each individual program description located on our website.

Payment

For most programs, the first child you enroll in a TerraTime program pays the full price. Any additional siblings enrolled at the same time receive a 10% discount. A sibling is considered a child in the same family unit, validated by a legal document (birth certificate, marriage, adoption, etc.). Please see the details for each program to see if a sibling discount is available. When a bundle discount is offered, the sibling discount is already included.

Online payment is available on our website, or you can mail in your payment with the Registration and Medical Release Form.

Classes will be filled on a first-come, first-served basis according to the date tuition is paid in full and registration forms are received. The tuition payment must accompany the Registration, Medical Release, and Waiver forms in order to hold a child's spot. Your child will not be able to participate if these are not on file.

Waiting List

If programs are filled when a parent inquires, the child's name will be placed on a waiting list. As vacancies occur, they will be filled from the waiting list first. You will also be notified if another program opens up that your child is eligible to attend.

Registration Fee

A \$50 non-refundable registration fee is included with the tuition payment.

Required Documents

The following documents are required for your child to attend our drop-off programs:

- Registration & Medical Release Form
- Wavier of Liability Form
- Parent Handbook with Signature Page

Please take the time to review these documents carefully and complete them in full.

Refund Policy

Because enrollment without attendance takes a spot that another child might have filled, and program costs are incurred for each enrolled child (including materials, processing fees, and compensation for our team members), we are unable to provide refunds or adjustments for unattended sessions. This includes absences related to illness, vacations, inclement weather days, or failure to fill out necessary forms.

In the rare case that a session is canceled due to extreme weather, a makeup date will be established and communicated, typically by adding an extra session. If this is not possible due to TerraTime's program schedule, a refund will be pro-rated based on the amount of time missed.

If circumstances arise where your child cannot attend a weeklong program, we will try to fill your child's spot. The more notice you give, the more likely it will be filled. If we are able to fill your child's spot, a refund minus the \$50 registration fee will be given. A refund will not be provided if we are unable to fill your child's spot.

Full refunds are given if TerraTime cancels the program. Please understand that TerraTime operates on the funds generated from tuition. This makes it crucial that we receive payments in order to pay team members and purchase supplies.

Late Pick-up Fee

\$1.00 for every minute a child remains after pickup time

(For the first time the child is picked up between 1-5 minutes late the fee will be waived. Any time after the first occurrence and/or if you arrive after the scheduled pick up time a \$1.00 per minute fee will be charged.)

If your child is not picked up by 15 minutes past pick-up time, we will call an authorized person on your registration form. We are required to call the Department of Social Services and Law Enforcement if you have not picked up your child within 30 minutes of pick-up time and we cannot reach you or an authorized individual.

If you know you will be a few minutes late due to unforeseen circumstances, please let us know. Parents who are late on a regular basis will be subject to dismissal from our program.

Personal Property

TerraTime does not allow your child to bring money, toys, cell phones, CD or DVD players, iPods/MP3 players, radios, video games, electronics of any kind, etc. TerraTime is not responsible for lost, stolen, or damaged articles. Items brought to the program are done so at the sole discretion and risk of the parent.

What to Bring

One of our goals is to encourage children to be self-sufficient. You can help by sending your child in clothes that allow for a child to say, "I can do it!" Please dress your child in comfortable clothes that will handle outdoor activities, art projects, and bathroom breaks. Play clothes and tennis shoes are recommended (no open toe shoes).

We will get dirty. Please pack an extra pair of clothes labeled with your child's first and last name and a plastic bag for soiled clothing.

Bring your child in clothing appropriate for the current weather conditions. In the summer, be sure to include sunscreen, sunhats and clothing to protect skin. In the winter, it is important that you send them with a heavy coat, hat, snowsuit, boots, and gloves.

If your child wears glasses, please make a plan for the safety of their glasses.

Food and Snacks

Children will need to pack a snack each day. We will occasionally make a snack as part of our curriculum. Let us know on the registration form if your child has any allergies. No peanut butter or nut products are allowed at our programs due to extreme allergies for a few children.

For programs lasting longer than 3 hours, children will need to bring a packed lunch. Small cooler style lunch boxes are recommended, as we do not provide refrigeration. Please include utensils, if needed.

It is recommended children bring a water bottle with them to have during the day, regardless of the length of the program. Lunch box and water bottle should be labeled with the child's name where it is easily seen.

Pick-up/Drop-off Procedures

Your child's safety is a top priority at TerraTime. All documentation must be submitted to TerraTime before the first day of the program. Your child will not be able to participate if these are not completed. A detailed list is located under the "Enrollment & Fees" section of the handbook.

Sign In

You will need to escort your child to their Lead Teacher and sign your child in on the designated clipboard. Please refrain from cell phone usage while dropping off or picking up your child.

Team members will greet parents and children when they arrive, but please remember their time and attention will be directed at your child and the other children, therefore this is not the appropriate time to discuss concerns with them. It is easiest to communicate with Lead Teachers through written notes or phone calls, but if you would like to set aside time to meet that can also be arranged.

Release of Child

You must sign your child out every day with a full legal signature, first and last name. All authorized adults picking up or dropping off your child, as indicated on your registration form, must be over 18 years of age and have proper identification (driver's license or a picture ID).

TerraTime reserves the right to ask for proof of identification of anyone that picks up a child. Release of a child may be denied if appropriate identification is not provided. This is for the safety of all children and strictly enforced.

No child will be released to a person not authorized in writing on the registration form. We cannot accept authorization for pick-ups over the telephone. If you need to add a person's name to the registration form for pick up, email or speak directly to your Lead Teacher or Site Director.

Our team members will not release your child to anyone, including the parents, who are suspected to be under the influence of drugs or alcohol.

Custody Arrangements

If there are special custody arrangements within your family unit, please let us know. If there are specific people who are not to pick up your child, please let us know in writing. To assist us with any potential problems with custody situations, a photocopy of the court orders should be turned in with the registration packet. Without court approved legal documentation; TerraTime is unable to prohibit the other parent from access to their children and records regardless of the enrolling parent's desire to prohibit the other parent from access. In extreme cases it may be necessary for TerraTime to contact the authorities as deemed necessary. The enrolling parent will be contacted to inform them of any adult attempting to pick up an enrolled child without legal approval. These papers will be kept confidential and will be filed with your child's paperwork.

Safety & Accidents

At TerraTime, we maintain a ratio of one team member for every eight children. Although team members work hard to give children all of the space they need to drive their own play, they are also there to help remind children when their play is getting dangerous. Team members are trained to allow safe risk taking. A few, simple rules help us address most situations:

- Children can explore on their own as long as they can still see or hear their leader and stay within boundaries.
- If children are taking physical risks, we check in to make sure that they feel sturdy and safe in their risk taking.
- Team members encourage children to engage in risky play, but give clear direction about how to do so in a way that preserves their safety and the safety of other children.
- Team members are provided with training about how to manage common risks associated with play in outdoor spaces and someone trained in First Aid and CPR is always onsite.

Accidents and Injuries

Children are busy people, and accidents can sometimes happen. If your child sustains a minor injury, such as a bump, scrape, or bruise, we will tend to the child and provide lots of love and comfort.

For more substantial bumps or bruises, we will give you a call and complete an Accident Report letting you know what happened. The decision will then be made whether your child needs to be picked up immediately or can wait until the normal dismissal time.

Emergency Medical Care

If an injury is serious, 911 will be contacted immediately after which the parent will be immediately called. In the event that a child needs to go to the hospital, a team member will accompany that child and stay with them until the parents, guardian or authorized designated emergency contact arrives.

Medication

We do not administer medicine to children. First aid, EpiPen and asthma inhalers will be administered as needed. The “Medication Dispensing Information and Waiver” form must be filled out to administer EpiPen or asthma inhalers.

Accident Insurance

TerraTime does not provide accident insurance for its program participants. Parents are responsible for medical care fees in the event that your child is injured while at TerraTime.

Parking Safety

Drive slowly and stay alert for children. It is your responsibility to be extremely careful as you drive around our program locations. Children should not be sent through a parking area by themselves for any reason. Adults must always accompany children while walking through our parking areas.

Please do not leave your car motor running.

Inclement Weather

There is a lot to learn and much fun to be had in the rain, therefore most programs still run if it rains. This same policy holds true if the weather is hot, cold, snowy, or windy. With the right clothing, children will typically have a great experience learning outside. There are, however, certain conditions that are not conducive to safe, productive learning. If weather is dangerously hot or cold, or if there is a threat of lightning, Site Directors are trained to postpone or cancel the session.

In the rare case that a session is canceled due to extreme weather, the Site Director will alert all parents by email. If the decision is made within 1.5 hours of session start time, those enrolled will be alerted by text as well. A makeup date will be established and communicated, typically by adding an extra session. If this is not possible due to TerraTime's program schedule, a refund will be pro-rated based on the amount of time missed.

Health Policies

Hygiene

Team members and children must wash their hands after each visit to the restroom and before snack.

Sickness

Please do not send a sick child to TerraTime. We will make every effort to prevent the spread of illness but we need your help. If your child is sick, please keep him/her at home. Sickness includes:

- Fever over 101° in the last 36 hours
- Diarrhea in the last 36 hours
- Cough, sore throat, ear pain, or any other symptom that indicates illness
- Head lice, ringworm, open sores, impetigo, or other skin diseases
- Pink eye (conjunctivitis) that has not been treated for 24 hour
- Any illness that a physician has written your child out of school for

You will be called if your child becomes ill while at TerraTime and you will be expected to pick them up promptly. If you cannot be located, we will try the other names you have given us on your registration form.

Please keep your child at home if full participation is not possible.

Behavior Management

It is our desire to make the atmosphere at TerraTime a safe and pleasant experience for all individuals. Every effort is made to provide a positive environment that fosters the fullest development of each child's potential. It is TerraTime's expectation that our team members will use positive behavior management as a means of prevention and intervention with children. In order to ensure a safe environment for all children, please review the following expectations with your child.

Participation Expectations

Children participating in our programs are expected to be able to:

- Cooperate with transitions in activities and locations
- Stay within the activity area and not wander away from the group
- Use positive language
- Follow leaders directions
- Treat others with respect
- Play cooperatively with other children
- Behave in a manner that does not pose an unsafe situation for themselves, other children, or team members
- Be independent for personal care needs such as washing hands, toileting and changing clothing

Positive Behavior Management

The goal at TerraTime is to help children learn to discipline themselves by:

- Providing age appropriate environment and activities
- Reinforcing acceptable or desired behavior with positive feedback
- Providing reasonable rules that are easily understood
- Consistently enforcing rules
- Providing the child an opportunity to make decisions concerning their behavior
- Allowing a child to accept the consequences of their unacceptable behavior
- Being alert to the opportunities for giving credit when due
- Developing a positive relationship with the group and with every child in the group
- Understanding that most children respond well to fair leadership and mutual respect
- Recognizing and applauding accomplishments whether it is trying something new, a great art project, or a kindness they have shown to someone

Consequences of Unacceptable Behavior

- Redirection – helping the child towards a more acceptable activity
- Removal from a given situation
- Loss of special privileges
- Parents informed of child’s behavior and a strategy put into place to help

Program Policies

Non-Discrimination

TerraTime does not discriminate on the basis of race, sex, religion, creed, color, national origin, or source of payment. All children are welcome here.

Children with Varied Abilities

Children with varied abilities may be enrolled into our program upon the collaborative planning and agreement between the family and Site Director. Each child’s unique needs will be considered on a child-by-child basis. To support inclusion, specific adaptations and logical accommodation solutions will be examined and reasonable alternatives explored. Modifications to policies and procedures can be made if they do not fundamentally alter the nature of the program and services the program provides or adversely affects the operation of the program. Services will be offered in the most integrated setting appropriate to the needs of the child. It is the practice of the TerraTime to do a pre-screening as deemed necessary for children with special needs in an effort to establish if the program is able to meet the needs of the child. Interested parents will be asked to submit written permission, allowing the Site Director permission to observe their child in either their home or current childcare environment. Occasionally more than one observation is necessary.

Tours/Observation

For the safety of the children and team members, TerraTime is a closed program. All visits during our programs must be scheduled and approved by the Site Director in advance. If an adult guest (18 or older) is interested in observing one of our programs, please make arrangements with our main office. Unregistered children and child guests are not allowed to attend our programs.

Tours are a great opportunity to catch a glimpse of what we are excited about, ask questions, and get familiar with our outdoor classroom. If you would like to tour our location with your child before they attend, please contact our main office to make an appointment.

Parent Communication

We know that communication between parents and team members is extremely important in order to ensure the success of your child. Please feel free to discuss any concerns you have with your child's Lead Teacher or the Site Director. It may not be possible for you to have a conversation with your child's teacher at drop-off or pick-up times as they are responsible for supervising all of the children in their care and are not able to give you their complete attention. If you have a special concern, a meeting or phone conference may be arranged.

Absences

If your child will be absent on a day when he or she is scheduled to attend a program, please call or email at least 30 minutes before arrival time and let us know.

Early Arrival

We cannot allow any child to be dropped off prior to our scheduled drop off times. Team members are not permitted to bring any child (other than their own) to TerraTime before drop off time.

Late Arrival

If you are more than 30 minutes late arriving to our summer programs, you will need to call the Lead Teacher in order to have someone meet you at the drop-off area. Many of our programs are hosted on private property and, due to insurance and safety concerns, unregistered guests are not allowed access without prior approval.

No-Tolerance Policy

TerraTime has a no-tolerance policy for physical violence, use of cigarettes, alcohol, controlled substances, and weapons that places self, other children or team members at risk. This applies to all team members, children, parents and visitors while present at TerraTime.

Dismissal from the Program

The team members at TerraTime attempt to meet the needs of all children. However, in unusual circumstances, the team members may not be able to meet these needs, and the best interest of the child may be better served in another program. The Site Director reserves the right to terminate any placement for reasons of incompatibility or if policies are not complied with.

Dismissal may occur if an adult uses threatening communications or conduct towards any participant, team member or others associated with TerraTime that creates an unsafe or hostile environment. Registering parents/adults must follow the policies described in this handbook.

Confidentiality

At TerraTime we will maintain confidentiality and respect all families' right to privacy, refraining from any and all disclosure of confidential information. The only exception to this policy is if there is reason to believe that a child's welfare is at risk. TerraTime is obligated to share confidential information with agencies that may be able to intervene on the child's behalf.

Records

Your child's records are confidential. TerraTime will not share your child's records with anyone without written parental consent. Parents will have access to their child's records at any time and may request that additional, relevant information be added to the records.

Information Changes

Our office must be informed, in writing, if you move, obtain a new phone number, wish to remove someone from your list of authorized people to pick up your child, or add a person to the list. We require this information to be kept current so we can reach you in case of emergency.

Photographs & Promotional Materials

Occasionally, TerraTime takes photos or videos of program activities for marketing purposes. Photos are not used without parental permission as indicated on the registration form. If you need to modify this release, please notify your Site Director or the main office in writing.

Parents often choose to share pictures of their kids at play during our programs across social media, as they do with many other kids activities. Those choices are up to the individual parent.

TERRATIME PARENT HANDBOOK AGREEMENT

This is to certify that I, _____
(Print first name and last name)

have read the Parent Handbook provided to me by TerraTime. By signing below, I understand and accept TerraTime’s policies, procedures and expectations.

Parent/Guardian Signature

Date