

Nannie's Treehouse

Parent Handbook

"Where Children Grow and Thrive"

2315 Center Street, Chattanooga, TN 37421

Phone: 423.805.4980

Email: nanniestreehouse@gmail.com

Director/Owner: Darchelle Waite

Monday – Friday | 6:30 a.m. – 6:00 p.m.



Quick-Reference Summary

Keep this page handy — it covers the most important day-to-day details at a glance.

Item	Details
Hours	Mon–Fri, 6:30 a.m. – 6:00 p.m.
Tuition Due	Every Friday by 12:00 PM for the upcoming week
Late Pick-Up Fee	\$5 per minute after 6:00 p.m.
Returned Check Fee	\$35 (cash/money order only after 2 returns)
Illness Rule	Fever-free, vomit-free, diarrhea-free for 24 hours before return
Arrival	Children should arrive by 9:00 a.m.
Nap Supplies	Send a labeled blanket & pillow; blanket goes home Fridays
Registration Fee	\$75 (non-refundable, one-time)
Withdrawal Notice	Two weeks written notice requested
Photo ID	Required for any authorized pickup individual
Emergency Contact	Update immediately if any information changes
Complaint Hotline	TN DHS: 1-800-462-8261



Welcome Letter

Dear Families,

Welcome to Nannie's Treehouse! We are so excited that you've chosen us to be a part of your child's early learning journey. At Nannie's Treehouse, we believe that every child is a unique gift, full of potential, curiosity, and creativity. Our mission is simple: to provide a safe, loving, and engaging environment "Where Children Grow and Thrive."

Our philosophy is rooted in nurturing the whole child — socially, emotionally, academically, and spiritually. We create opportunities for play, discovery, and growth, while instilling values of kindness, respect, and cooperation.

We know that choosing a childcare center is one of the most important decisions a family can make. That's why we strive to partner with you every step of the way. Communication and trust are at the heart of what we do. Together, we can help your child develop confidence, joy in learning, and a strong foundation for the future.

Thank you for allowing us the privilege of caring for and teaching your child. We look forward to building a relationship with your family and creating lasting memories at Nannie's Treehouse.

With love,

Nannie

Founder & Director, Nannie's Treehouse

Our Mission

At Nannie’s Treehouse, our mission is to provide a safe, welcoming, and nurturing environment where children can grow, learn, and explore with confidence.

Just like a strong treehouse built with care, our center is a clean and healthy space designed to protect and inspire every child. Rooted in faith, we gently share biblical values to encourage love, kindness, and respect in a way that feels natural and comforting.

As “Nannie,” I bring a caring heart of resilience that shapes our compassionate approach. Together with families, we build a community where every child feels valued, supported, and ready to reach new heights.

General Information

Hours of Operation

Nannie’s Treehouse is open Monday – Friday, 6:30 a.m. – 6:00 p.m.
We are closed on weekends and major holidays.

Holidays & Closures

We observe the following holidays and will be closed:

- New Year’s Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day & the following Friday
- Christmas Eve & Christmas Day

In addition, we may close for severe weather, emergencies, or staff development days. Families will be notified in advance whenever possible.

Contact Information

Address	2315 Center Street, Chattanooga, TN 37421
Phone	423.805.4980
Email	nanniestreehouse@gmail.com
Director/Owner	Darchelle Waite
Licensing	Tennessee Department of Human Services

Parents are encouraged to reach out at any time with questions or concerns. Open and honest communication helps us provide the best possible care.

Tuition & Enrollment

Tuition Rates

Tuition is charged weekly and covers Monday through Friday care. Rates are based on your child's age at the time of enrollment.

Age Group	Weekly Tuition
6 weeks – 12 months	\$250 / week
12 months – 2 years	\$240 / week
2 years – 5 years	\$230 / week
Registration Fee (non-refundable)	\$75

Important Tuition Reminders:

- Tuition is due every Friday by 12:00 PM for the upcoming week of care.
- Tuition is based on enrollment, not attendance. Full tuition is owed regardless of absences, illness, vacation, or holidays.
- A \$35 fee will be charged for returned checks. After two returned checks, only cash, cashier's check, money order, or approved electronic payment will be accepted.
- Late pick-up fee: \$5 per minute after 6:00 p.m.

Payment Methods Accepted

- Cash
- Cashier's check
- Money order
- Online payments (service fees may apply — ask staff for accepted platforms)
- Personal checks (accepted with conditions; see returned check policy above)

Tuition Delinquency Policy

Accounts remaining unpaid may result in:

- Late fees

- Temporary suspension of attendance
- Disenrollment from the program
- Collection efforts when applicable

Outstanding balances remain the responsibility of the family regardless of attendance status.

Absences & Vacations

Tuition is based on enrollment, not attendance. Parents or guardians remain responsible for full tuition even if a child is absent due to illness, vacation, holidays, center closures outlined in policy, or personal reasons.

Extended vacations or prolonged absences should be communicated to the Director in advance whenever possible. Absences do not guarantee makeup days, credits, refunds, or tuition adjustments unless otherwise approved by administration.

Enrollment Process

Enrollment availability is based upon classroom capacity, staffing requirements, and Tennessee ratio requirements. To enroll your child, parents or guardians must:

1. Complete an Enrollment Application.
2. Provide up-to-date immunization records and required health documentation.
3. Submit emergency contact information, authorized pickup information, and required authorization forms.
4. Pay the non-refundable \$75 registration fee.
5. Review and acknowledge required center policies and enrollment documents.

Enrollment is confirmed only after all required paperwork, documentation, and applicable fees have been received and approved.

Nannie's Treehouse reserves the right to delay or deny enrollment if:

- Required documentation is incomplete
- Enrollment capacity has been reached
- The center determines it cannot safely meet a child's needs within licensing requirements and program capabilities

Withdrawal Policy

Families withdrawing enrollment should provide at least two weeks' written notice whenever possible. Tuition and outstanding balances remain the responsibility of the family through the final date of enrollment.

Nannie's Treehouse reserves the right to discontinue enrollment when:

- Required policies are not followed
- Tuition obligations remain unpaid
- Circumstances affect the center's ability to safely and appropriately provide care

When Nannie's Treehouse initiates disenrollment, families will receive written notice and reasonable transition time whenever possible and safe to do so.

Late Pick-Up Policy

Children must be picked up no later than 6:00 p.m.

A late fee of \$5 per minute will be charged for pickups occurring after closing time.

Repeated late pickups may result in:

- Additional fees
- Conference with administration
- Enrollment review
- Discontinuation of care when necessary

Parents and authorized pickup individuals are responsible for ensuring timely pickup arrangements. If emergency circumstances delay pickup, please notify the center as soon as possible.

Daily Life at Nannie's Treehouse

Daily Schedule

Our days are designed to balance structure and play while encouraging children to grow socially, emotionally, academically, and spiritually. The schedule below is a sample for our preschool-age classrooms. Infant and toddler room schedules are tailored to meet the developmental needs of younger children and will be shared by your child's teacher. Activities may vary based on age group, developmental needs, and classroom themes.

Time	Activity
6:30 – 8:00 a.m.	Arrival & Free Play

8:00 – 8:30 a.m.	Breakfast
8:30 – 9:00 a.m.	Morning Circle (songs, stories, calendar activities, prayer)
9:00 – 10:30 a.m.	Learning Activities (letters, numbers, shapes, colors, themed lessons)
10:30 – 11:30 a.m.	Outdoor Play & Gross Motor Development
11:30 – 12:00 p.m.	Storytime & Learning Centers
12:00 – 12:30 p.m.	Lunch
12:30 – 2:30 p.m.	Nap / Rest Time
2:30 – 3:00 p.m.	Afternoon Snack
3:00 – 4:00 p.m.	Creative Play & Arts / Crafts
4:00 – 5:30 p.m.	Outdoor Play or Indoor Learning Centers
5:30 – 6:00 p.m.	Clean Up & Departure

Meals & Snacks

- Breakfast, lunch, and an afternoon snack are provided daily.
- Menus will be posted weekly.
- Please notify Nannie's Treehouse of any allergies, food sensitivities, or dietary restrictions.
- Parents may provide alternative meals when needed for medical, allergy, religious, or personal reasons.
- Staff maintain allergy awareness and emergency response procedures consistent with childcare requirements.

Outdoor & Weather Guidelines

Children participate in outdoor play daily when weather permits. Outdoor activities may be modified or moved indoors based on:

- Temperatures at or below 32°F or at or above 95°F (heat index)
- Active precipitation, lightning, or severe weather warnings
- Poor air quality alerts
- Other conditions that may pose a health or safety risk

Parents should dress children appropriately for outdoor play each day.

Nap & Rest Time

- Children will participate in a quiet rest period each day.
- Parents should provide a small blanket and pillow labeled with their child's name.

- Children may bring approved comfort items when developmentally appropriate and consistent with safe sleep requirements.
- Blankets will be sent home each Friday for cleaning and should be returned on Monday.

Infant Safe Sleep

Nannie's Treehouse follows Tennessee safe sleep requirements.

- Infants will always be placed on their backs to sleep unless otherwise directed in writing by a licensed healthcare provider.
- Infants will sleep in approved cribs that meet applicable safety requirements.
- Blankets, pillows, stuffed animals, sleep positioners, and loose items are not permitted in infant sleep spaces.
- Staff actively supervise sleeping infants and maintain safe sleep practices consistent with childcare requirements.

Policies & Procedures

Drop-Off & Pick-Up

- Children may not enter or exit the facility without adult supervision.
- All children must be signed in and out daily by a parent, guardian, or authorized adult.
- Children will only be released to individuals listed on the child's enrollment forms. Photo identification may be required.
- Children should arrive by 9:00 a.m. unless prior notice and approval have been provided.

Child Release Authorization

- Children will only be released to authorized individuals listed on enrollment forms.
- Photo identification may be requested at any time to verify authorization.
- Court custody documentation affecting child release authorization must be provided to the Director. Nannie's Treehouse will follow legally provided custody documentation on file.
- When no custody documentation is on file and a dispute arises at pick-up, staff will contact the Director and, if necessary, law enforcement to determine the appropriate course of action. Staff will not release a child in situations where safety cannot be assured.
- Individuals appearing impaired or creating safety concerns may be denied child release pending emergency contact procedures or appropriate safety measures.

Attendance & Absences

- Please notify the center as soon as possible if your child will be absent or arriving late.
- If your child will be absent for an extended period, please notify the Director in writing.
- Families are encouraged to communicate attendance changes promptly to support classroom planning, staffing needs, and continuity of care.

Illness Policy

Children may not attend Nannie's Treehouse if they have:

- A fever
- Vomiting or diarrhea within the last 24 hours
- A diagnosed contagious condition that may present risk to other children or staff (e.g., flu, strep throat, pink eye, COVID-19, or similar illnesses)
- Symptoms that interfere with participation in daily activities or may present risk to others
- Any condition requiring care that prevents staff from safely supervising all children in the classroom

If a child becomes ill during the day, parents or authorized emergency contacts will be contacted for prompt pickup.

Children may return when:

- Fever-free for 24 hours without fever-reducing medication
- Vomiting-free for 24 hours
- Diarrhea-free for 24 hours
- Medical documentation is provided when required
- Able to participate comfortably in daily activities

Nannie's Treehouse reserves discretion to determine when a child may safely return to care in accordance with center policies, health guidance, and childcare requirements.

Medication Policy

- Medications will only be administered with a completed Medication Authorization Form.
- All medication must remain in the original container with the child's name, dosage instructions, and administration directions.
- Medication will remain inaccessible to children and maintained according to licensing requirements.
- Staff cannot administer the first dose of any new medication.
- Expired medication or medication not properly labeled will not be administered.

Inclement Weather Policy

Nannie's Treehouse reserves discretion regarding delays, modified operations, or closures due to:

- Severe weather
- Utility interruption
- Staffing emergencies
- Facility concerns
- Other situations affecting the health, safety, and well-being of children or staff

Families will be notified of operational changes through approved communication methods as soon as reasonably possible.

Emergency Procedures

- Nannie's Treehouse conducts regular fire and emergency drills.
- In the event of severe weather or emergency situations, children will remain supervised and protected until emergency clearance or reunification procedures are implemented.
- Parents or emergency contacts will be notified as soon as reasonably possible during emergency situations.

Facility & Utility Emergencies

Nannie's Treehouse reserves discretion to close, delay opening, modify operations, or discontinue services temporarily during utility interruptions, facility concerns, or conditions affecting safe operation, including:

- Water interruption
- Power outage
- Sewer interruption
- HVAC failure
- Building or safety concerns
- Other operational situations affecting the health and safety of children or staff

Emergency Reunification

In the event of an emergency requiring off-site reunification, families will receive instructions from staff regarding reunification location and procedures. Authorized pickup and emergency contact procedures will be followed to support safe child release.

Family Information Changes

Families are responsible for immediately notifying the center of any changes to:

- Phone numbers
- Emergency contacts
- Addresses
- Authorized pickup persons
- Medical information

Accurate information is critical for safe operations, emergency preparedness, and effective communication regarding your child.

Behavior & Guidance

At Nannie's Treehouse, we guide children with love, patience, and respect. Our goal is to teach self-control, responsibility, and positive social skills through redirection, choices, positive reinforcement, and problem solving. We do not use corporal punishment, humiliation, threats, or inappropriate disciplinary practices.

- Children are expected to be kind, respectful, and cooperative.

- Behaviors creating safety concerns will be addressed immediately using developmentally appropriate guidance and intervention strategies.
- Parents or guardians will be notified of ongoing concerns, and we will work together to support positive behavior and problem solving.
- If serious or repeated behavior concerns continue, alternative placement recommendations or enrollment review may occur when safety concerns persist.

Biting Policy

Biting is common in young children and will be addressed promptly and developmentally appropriately.

- The child who was bitten will receive immediate care and comfort.
- The child displaying biting behavior will be redirected and supported in learning appropriate behaviors.
- Parents or guardians of involved children will be informed.
- Staff will work with families to identify patterns, provide support strategies, and promote a safe learning environment.
- Repeated biting behaviors may result in individualized support strategies, family collaboration, or additional intervention planning when necessary to maintain safety.

Staff Conduct & Professionalism

All staff members are expected to maintain professional conduct at all times, including:

- Refraining from personal cell phone use while actively supervising children
- Following all Tennessee DHS licensing requirements and center policies
- Maintaining confidentiality regarding children and families
- Modeling respectful, kind, and positive behavior for children

Communication with Families

We value strong partnerships with families. Clear and open communication helps us support each child's success and build positive relationships throughout your child's learning journey.

- Daily updates on your child's day
- Newsletters with upcoming events and curriculum highlights
- Parent conferences as needed or requested
- Open door policy — you are always welcome to speak with your child's teacher or the Director
- Additional updates and communication provided as needed

Response Time

We aim to respond to phone calls and emails within one business day. For urgent matters, please call the center directly. Concerns raised in person will be addressed as promptly as possible, or a follow-up meeting will be scheduled within 48 hours.

Parent Conduct Expectations

Nannie's Treehouse values respectful communication and positive partnerships with families. Threatening behavior, harassment, profanity, intimidation, or disruptive conduct toward staff, children, or other families may result in corrective action up to and including disenrollment.

Additional Policies

Child Safety & Reporting

- Nannie's Treehouse is committed to protecting the safety, health, and well-being of every child.
- Any reports, suspicions, or reasonable concerns regarding child abuse or neglect will be reported to appropriate authorities in accordance with Tennessee law and mandatory reporting requirements.
- All family records, medical information, and personal data are kept confidential and stored securely in accordance with applicable privacy and childcare licensing requirements.

Personal Items from Home

To help maintain a safe, organized, and positive environment, the following items should remain at home:

- Toy weapons or items intended to resemble weapons
- Gum or candy unless pre-approved for special occasions
- Money, valuables, or irreplaceable personal items

Items brought from home, including blankets, pacifiers, or approved comfort items, must be clearly labeled with the child's name. Nannie's Treehouse is not responsible for lost, damaged, or misplaced personal belongings.

Diapers & Potty Training

- Parents are responsible for supplying diapers, wipes, and creams for their child unless other arrangements have been made.
- Written authorization is required before creams or lotions may be applied.
- For children who are potty training, parents should provide extra clothing labeled with the child's name.
- Teachers will partner with families and do our best to encourage consistency between home and school during potty training.
- Potty training progress varies by child. Nannie's Treehouse will provide encouragement and support while working together with families throughout the process.

Sunscreen & Outdoor Care

- Parents should provide sunscreen when needed for outdoor activities.
- Written authorization is required before sunscreen may be applied.
- Sunscreen provided by families should be clearly labeled with the child's name.

Water & Messy Play

- Children may participate in water play, sensory play, art activities, or other hands-on learning experiences.
- Children will remain actively supervised during water activities.
- Families will be notified in advance whenever possible regarding planned activities involving water or materials that may become messy.
- Extra clothing is encouraged in case of spills, accidents, or participation in messy activities.

Bottles, Blankets & Pacifiers

- Breast milk, bottles, blankets, and pacifiers must be clearly labeled with the child's name.
- Items sent between home and Nannie's Treehouse should be cleaned regularly and maintained in safe condition.
- Blankets and approved comfort items sent home for cleaning should be returned according to classroom procedures.

Birthdays & Celebrations

- Birthdays are special! Parents may send a pre-approved store-bought treat to share with the class.
- Families should coordinate with staff in advance to support allergy awareness and classroom planning.
- All celebration items must meet center safety and food guidelines.

Staff & Safety Standards

- All staff members complete background checks and reference verification in accordance with Tennessee childcare regulations.
- Staff complete ongoing training in safety, CPR, first aid, child development, and licensing requirements.
- Staff-to-child ratios comply with Tennessee DHS licensing requirements for each age group.

Staff-to-Child Ratios (Tennessee DHS Requirements)

Age Group	Maximum Ratio
Infants (6 weeks – 12 months)	1 staff: 4 children
Toddlers (12 months – 2 years)	1 staff: 6 children
Two-year-olds	1 staff: 8 children
Preschool (3–5 years)	1 staff: 15 children

Ratios are maintained at all times in accordance with state requirements.

Consent & Agreements

Photo & Video Release

- Nannie's Treehouse may occasionally take photos or short videos of children during activities for classroom projects, newsletters, educational purposes, or approved promotional materials.
- Use of photos or videos in any social media context will only occur with written parental consent and will be limited to the platform(s) specified on the release form.
- Parents or guardians will complete a Photo and Video Release Form during enrollment.
- Families who do not wish for their child to be photographed or recorded should indicate their preference in writing. Nannie's Treehouse will make reasonable efforts to honor family preferences.

Field Trips & Transportation

- Families will be notified in advance regarding field trips or center-sponsored activities occurring away from the facility.
- A separate Field Trip Permission Form must be completed before participation.
- Transportation procedures, when offered, will comply with Tennessee childcare licensing requirements and safety standards.
- Children will only participate in transportation activities with required authorization and supervision.
- Any transportation costs associated with field trips will be communicated to families in advance.

Emergency Medical Treatment

- In the event of a medical emergency, staff will first contact emergency services, when necessary, then notify parents or emergency contacts as soon as reasonably possible.
- Parents or guardians must complete an Emergency Medical Authorization Form during enrollment, authorizing staff to seek emergency medical treatment for their child when parents or emergency contacts cannot be reached.

Complaint Resolution Process

Families with concerns are encouraged to communicate directly with the Director. Nannie's Treehouse values respectful problem solving, open communication, and positive partnership with families. We aim to acknowledge all formal concerns within one business day and provide a resolution or follow-up plan within 5 business days whenever possible.

If concerns cannot be resolved internally, families may contact the Tennessee Department of Human Services:

Tennessee Department of Human Services

Child Care Complaint Hotline: 1-800-462-8261

Acknowledgement of Policies

- Parents or guardians are required to read the Parent Handbook in full.
- A signed Parent Handbook Acknowledgement Form must be returned confirming understanding of, and agreement to follow, the policies outlined within this handbook.
- Policies may be updated as operational needs, licensing requirements, regulations, or program practices change.
- Nannie's Treehouse will provide advance notice of policy changes whenever reasonably possible.

Parent Handbook Acknowledgement

I, _____, acknowledge that I have received, read, and understand the Nannie's Treehouse Parent Handbook.

I understand the policies and procedures outlined in this handbook and agree to follow them as a condition of my child's enrollment.

I understand these policies are designed to support the safety, health, well-being, and positive development of all children enrolled at Nannie's Treehouse.

I understand that policies and procedures may be updated as outlined within the Parent Handbook.

Parent/Guardian Name (Printed)

Child's Name

Parent/Guardian Signature

Date