

A. VISION

Results are Respected...*We Rock!*
They Watch What we Do...*We're Well-known!*
First Choice for Families...*We're Full!*
Every Need is Supplied...*We Smile!*

B. MISSION

Using Christian principles as our guide, our mission is to provide exceptional child care and educational services to families, model work standards for staff, strong financial return to investors, and to be a "light" in the communities where we serve.

C. VALUES

We value relationships, results and returns.

D. PROGRAM PHILOSOPHY

Our program is designed to meet the developmental needs of children, ages 6 weeks to 12 years of age. We provide experiences that enhance children's cognitive, language, social-emotional, physical and creative development.

This is accomplished in a positive, professional, caring and fun environment for the children and staff. We are a Christian center and therefore will include Christian principles in our program such as treating one another with respect, love and kindness. We accept and value all aspects of diversity and allow children and families to make choices regarding activities such as Bible stories & songs, blessing food at mealtime, manners, devotion and prayer.

Within the daily schedule, each child has opportunities to create, explore the environment, problem-solve, interact and learn concepts through concrete experiences. We provide opportunities for solitary play, group activities and teacher directed activities. The work of our children is play. We learn through play.

Our nurturing, caring, well-trained teachers are positive role models and provide care that is supportive, warm and responsive to each child's individual needs. We respect parents as the primary provider of care and believe parents and teachers are partners in children's care and education. We are pleased to share in the responsibility of developing and educating your child.

E. HISTORY

Kidville was established in 1998 by the previous owners who operated a quality program for 3 years before retiring from the child care business. Lisa and Paul Johnson acquired the center and revised the name to reflect their total dependence on God as their source for all things. "Kovar," a Hebrew word which means "braided and twisted with God," (Ecclesiastes 4:12 reference) was added to the original name and thus, Kidville-Kovar opened on October 1, 2001 with one student and a caring, committed Director, Ms. Vann.

The enrollment grew quickly primarily on referrals of satisfied parents and families. The quality level of the program has increased consistently to our current **5-star** license (meeting additional enhanced requirements) which has been maintained since June 2007.

Our voluntary enhanced quality levels in regulatory compliance, staff education and program quality, and our consistent "**SUPERIOR**" environmental, health and safety rating along with our **AWESOME** staff provide the foundation for our success as a *premiere* child care and early education facility.

F. MOTTO

"Together, Making the BEST...Better!"

II. Staff

Operating a QUALITY child care facility of this size and quality level is a major undertaking and we are proud to have a talented and dedicated staff working together to accomplish our mission.

Staff and Administrators work cooperatively to assure the center is operating according to the policies and procedures set forth by the owners and our governing agencies. Also, they assure quality care and education for each child, quality staffing, a positive work environment, as well as, positive family communications, involvement and relationships.

Our Center Director, manages the overall operation of the facility including the daily Operations, Administrative functions, as well as Program & Curriculum implementation. The Director is your primary point of contact for understanding and following the operations policies of the school. The Director holds a 4-year degree in Early Childhood Education or a related field with 18 semester hours of college credit in early childhood education and a minimum of 2 years experience operating a licensed childcare facility. The Director holds a Level III Administrative Credential and works collaboratively with the Administrative team and Owners to assure the Vision, Mission, and Goals of the facility are accomplished, efficiently and effectively. You can learn more about your site's Director by reading their posted professional profile.

Our Administrative Director leads the Administrative function for the overall company and holds an Administrative Credential in Early Childhood. The Administrative Director is responsible to manage accounts receivables and is your primary point of contact for payments regarding your account with us. The Director works collaboratively with the Center Director and Owners to support the Vision, Mission and Goals of the facility. You can learn more about the Administrative Director by reading their posted professional profile.

In addition to your dedicated and committed leadership team which consists of 80+ years of combined child care, education and administrative experience; we also have coordinators, lead teachers, co-teachers, assistant teachers, part-time teachers, floaters, substitutes, kitchen and transportation staff who work together to provide exceptional care for children.

It's our people and their commitment to quality that set us apart from others. They are specifically chosen because of their dedication to meeting the developmental and educational needs of children and because they truly enjoy being with them. Our teaching team meets both the qualifications set by NC Division of Child Development and Early Education (NCDCDEE) AND the company's more stringent requirements. The teaching staff increases their education and knowledge of children through experience and by attending local colleges, seminars and other professional development opportunities. Learning is a lifelong process.

All staff are hired on a "trial period" for 90-120 days, during which time they are trained, observed and evaluated as to their ability to meet our very stringent requirements and expectations. The teachers are the "heart" of our program. They make the difference!



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III. OPERATING POLICIES

A. LICENSING

We proudly display our “5-star” quality license to operate in the state of North Carolina and we proudly maintain a “superior” environmental health and safety rating. We are governed by all the rules and regulations set forth by the North Carolina DCDEE. Our center is inspected regularly by our internal management and by state and local representatives to assure that we meet health, safety and operational standards of quality care and sound education standards for children. In addition, we are Department of Public Instruction site to offer an accredited elementary-aged Kindergarten program for 5-year olds.

We operate with staff-to-child ratios that exceed the North Carolina Division of Child Development minimum requirements. We often further reduce staff-to-child ratios by limiting enrollment and/or adding staff as needed to maximize classroom effectiveness. Staff: Child Ratios for each grouping can be found online at www.ncchildcare.gov or posted in each classroom and on the Parent/Family Board.

Class	Age Range (# of years)	Staff:Child Ratio	Class Size
Infants	6 weeks – 1	1:5	10
Toddlers	1-2 years old	1:6	12
2-year old class	2-3 years old	1:9	18 (15)
3-year old class	3-4 years old	1:10	20 (17)
4-year old class/Pre-K	4-5 years old	1:13	20 (18)
S/A Class Before &/or After School	5-6 years old	1:15	25 (18)
S/A Class Before &/or After School	6-12 years old	1:20	25 (18)

B. PROVIDER INFORMATION TO PARENTS

You may request childcare records for this center and NC Child Care Law at any time by requesting them from the Director or by logging onto the DCDEE website at www.ncchildcare.nc.gov. You can find a copy of the North Carolina Child Care Law attached in this handbook and prominently posted in the lobby and reception area along with the current school license (5-stars) and Environmental, Health and Safety Rating (“Superior.”)

C. ADMISSION/ENROLLMENT REQUIREMENTS

Families are required to complete the full application package, visit the classroom, and meet the classroom teacher to understand class structure and items to bring on the first day, prior to enrollment. Within 14-days of enrollment a family representative should participate in a brief Parent Orientation session with an Administrator.

D. EQUAL OPPORTUNITY PROVIDER

We accept applications for admission and employment without regard to race, religion, sex or national origin. We accept and value diversity. It is our policy to accept children in compliance with the Americans with Disabilities Act (ADA). We review each child’s situation on a case-by-case basis. Please discuss your child’s needs with the director prior to enrollment.

E. HOURS OF OPERATION AND ATTENDANCE

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1. Our school operates from 6:30 a.m.– 6:00 p.m. Monday through Friday. An administrative staff member or designee is available to address questions, comments or concerns relative to operations during this time. There is always a person on call outside those hours if you have an immediate need.
2. We request that all children attend regularly and **arrive at the center no later than 9:00 a.m.** More structured daily activities begin then and late arrivals are disruptive to the class. If your child must arrive late, we ask that you call before 9:00 and advise us of your planned arrival so we can provide proper staffing, meals and activities. We will not admit students after 9:30 without prior arrangements and we don't accept arrivals after 11:00 a.m. for any reason. Please plan appointments accordingly. Failure to call and notify us of a late arrival could result in your child not being admitted to school for that day.
3. We are open for 11 ½ hours daily for your traveling and scheduling convenience, not for a child's care for that duration. Research indicates that it is not in a child's best interest to remain in "group" care for extended periods of time. **Please coordinate drop-off and pick-up times so that your child does not remain in group care for more than 8-10 hours per day.** We monitor this for the child's well-being. If a consistent pattern of long hours are documented for a particular child/family, a parent conference will be scheduled to resolve the matter to assure the child's best interest.
4. If we are unable to care for your child for any reason, we will attempt to notify the child's primary caregivers for **immediate pick-up** using current information on file. You or a pre-approved, alternate contact must be reached within 15 minutes and must arrive for pick-up within 30 minutes of our notification. If we are unable to reach any contacts and/or no one arrives for pick-up, then Child Protective Services (CPS) will be contacted to provide care for your child until they are able to reach you. Pick-up notification reasons include, but are not limited to: normal close of business, illness, injury, behavior, early or unplanned closings/evacuation, and/or unpaid balances. Late fees of \$1per minute per child apply while staff remain after close with your child.
5. We will assist families in regular attendance to assure their full development and progress toward th 38 goals and objectives. Excessive absences (more than 5 per month) will result in termination of services or tuition payment at the private pay rate. Please work to have your child present and on time.



F. UNPLANNED CLOSINGS

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1. **INCLEMENT WEATHER** - The center will remain open during inclement weather unless conditions are such that the staff or children would be endangered by the center remaining open. In most cases, closings are consistent with the County School System. If it is necessary to close, the closing will be announced on WBT-TV and WSOC-TV. We also will have details of our delays or closings on the school website or on the school voicemail which can be retrieved when dialing the school number.

If for some reason you have not heard anything about a delay or closing by one of the methods described above, please adhere to the following general guideline: If the County Schools are 1) closed – we will close; 2) delayed for inclement weather – we will follow a similar delay. Home transportation services are not available at anytime during questionable weather.

If we feel it is safe to do so, we will provide the usual pick-up from the Elementary Schools when we are notified of early dismissal for inclement weather. We WILL ALSO close our school within 2 hours of the County close unless otherwise notified.

All decisions will be made on a case-by-case basis. If for some reason, you do not hear about the decision, please default to one of the guidelines above. Tuition fees continue during periods of absence due to inclement weather.

2. **POWER/WATER FAILURES** - Power failures will typically result in immediate infant & toddler pick-up or evacuation and other student evacuation directly following. Water failure will typically result in immediate pick-up or evacuation of all students. Please be prepared to respond immediately as notified.
3. **OTHER EMERGENCY CONDITIONS AND/OR EVACUATIONS** - If an emergency condition occurs whereby we believe it is not in your child's best interest to remain at the center due to safety concerns or environmental conditions at or around the center, then we will evacuate the center and notify you for immediate pick-up of your child.

In the event evacuation is required, we will communicate our location via the school's voice mail which can be reached by dialing the school number. Our primary relocation points are noted in the [Emergency Preparedness Manual](#) which was reviewed with you upon enrollment and can be found in the school lobby.

Please note that normal transportation guidelines may not be followed during an emergency evacuation as our primary focus is to relocate the children. Your signature of the Handbook Agreement authorizes us to relocate the children as quickly and as safely as possible under the given circumstances, which may include transporting children on buses, vans and/or personal vehicles.

Tuition fees continue during all unplanned closings.



G. HOLIDAYS

We notify you via classroom postings of specific closing dates on the following holidays:

- New Years Day
- Dr. Martin Luther King's Birthday
- Easter Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

*If a holiday falls on a Saturday or Sunday, it may be observed on a Friday or Monday.

*However you spend these days, we wish you and your family the best and safest times.



H. CUSTODY OF A CHILD

1. When enrolling a child, you are asked to list the people authorized by you for pick up. Please list as many contacts as possible. As authorized pick-up names change, immediately update your file in writing. Please do not call the center and ask to add/delete names via the telephone. We are unable to verify verbal or text requests and they will not be accepted.
2. Should parents have a dispute or separate or divorce, we are unable to prevent either parent from updating file information or from picking up the child without an official court order stating that one parent is not allowed to have custody of the child. In the event this should arise, it is your responsibility to inform the director and provide the necessary documents.
3. If someone new or infrequent is picking-up your child, please notify the teacher and/or director in writing and tell the person that they will need to bring official picture identification (ex. driver's license). We will check the file for written permission and ask them for a photo identification for verification. **Verbal permission WILL NOT be accepted.** This is for your child's safety. Your cooperation is essential and appreciated.
4. **If we are unable to care for your child for any reason**, we will attempt to notify (from current information on file) their primary caregiver for **immediate pick-up**. That person or a pre-approved, alternate contact must be reached within 15 minutes and arrive for pick-up within 30 minutes of our notification. If we are unable to make contact or no one arrives for pick-up, then Child Protective Services will be contacted to provide care for the child until they are able to reach someone. Pick-up notification reasons include, but are not limited to: close of business, illness, injury, behavior, early or unplanned closings/evacuation, and/or unpaid balances.



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I. DAILY PROGRAM AND CURRICULUM

1. **Our program philosophy** promotes the basic premise that children learn through play. We promote both self-directed and teacher-directed activities to facilitate physical, social-emotional, whole language, cognitive and creative development in children.
2. In the **Infant-Toddler area**, we use the Creative Curriculum and the Active Learning Series program guide to plan age-appropriate activities for children from 6-weeks to 30 months. We understand that brain development is critical in the early years and therefore engage in activities to enhance listening and talking skills, physical development, creativity and sensing the environment.
3. **Pre-school classes** operate in developmental centers such as art, music, sand & water, dramatic play, construction, toys and games, math & science discovery, literacy and cozy where they learn primarily through interaction with others. Individualized discovery and teacher directed activities round out the learning experience.

Teaching Strategies' Creative Curriculum is the curriculum of choice for the Infant, Toddler and Pre-School classrooms, including Pre-K. Our curriculum is recognized as research-based curriculum for young children as it promotes language and literacy development as well as children getting along well with others and becoming enthusiastic learners. We teach children **how to learn**, not just in preschool, but we provide the foundation for life-long learning. We do this by creating purposeful and productive play experiences that help children grow.

We accomplish the goals of our curriculum and give your child a successful start in school through the activities we plan, through the way we organize the classrooms, by the way we select toys and materials, and by how we plan the daily schedule and interact with children.

We are confident that we've fully prepared your student for success at the next level and have instilled a love of learning that will last a lifetime. Parents are notified of transitions from one class to the next and steps to assure a smooth transition include: visits by the new teacher to the child's current classroom as well as visits by the student to the new classroom. Student performance, needs and goal information is exchanged between teachers and the family. The transition is celebrated by documenting the accomplishment with pictures and a certificate of achievement.

To facilitate the Pre-K student's **"transition" to kindergarten**, we: 1) offer a variety of stories, songs and poems about the big move; 2) assure that each family is aware of their elementary school assignment or choice and attends associated open houses; 3) conduct a "Transition to Kindergarten" workshop for families; 4) sponsor a trip to an elementary school or invite a Kindergarten teacher to our classroom; 5) provide information about the student's performance and needs; 6) host an "End of the Year Event" to celebrate student achievement and success; and for those students who will have a break in their educational experience between pre-school and kindergarten, 7) provide stimulating activities and resources to maintain learning during the summer.

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I. DAILY PROGRAM AND CURRICULUM - cont'd

4. **School-Age classrooms** focus on positive peer relationships and interaction, academic enrichment to support NC course of study for elementary students in the areas of language and literacy as well as mathematics, discovery through hands on experiences within the developmental centers, and recreation! We bring the larger world into focus with the school-age students by inviting visitors and hosting special events at the facility, as well as, events away from the center to community sites. The center provides pick-up and/or drop-off from area elementary schools and pick-up and/or drop-off bus stops at or near the facility. Please notify us no later than 12:00 p.m. if we should not expect your child on transportation!
5. Parents are notified when **field trips** are planned. You will be required to sign a permission slip prior to each trip. The permission slip will outline the location, date, times, costs, etc. Staff: Child ratios for field trips are typically lower than for routine classroom experiences and there is a designated decision-maker for emergency situations. We welcome family participation.
6. **Daily schedules and lesson/activity plans** are posted in each classroom. Please review these on a regular basis and address questions to the teacher or director.
7. We often take **pictures or videos** of classroom activities and special events to capture the “spirit of fun, learning and adventure at our school. Pictures are displayed in the classrooms, on our private Facebook page and on our website. If for any reason, you don’t want your child photographed, please inform us of this request in writing.
8. Children are encouraged but not required to **rest their bodies** during the day. This typically occurs following lunchtime each day. Mats and linens are provided for each child who chooses to nap. Children are allowed to bring a small blanket or special “friend” for quiet time. Label these items. Children who are not sleepy are offered the opportunity to participate in quiet activities within the classroom or to participate in individualized learning with their teachers during this time.
9. Our program is committed to multicultural education. We strive to create a program that truly reflects the lives of our children, families, staff and community through materials, supports, activities and partnerships with families to meet needs. Effective communication in multiple languages is accomplished through translation services, technology and other resources. By recognizing the impact culture plays on families, we will make every effort to provide culturally responsive childcare and education.
10. We have designated systems in place to ensure curriculum and program goals are met which include lesson plan reviews, routine classroom observations, documented audits, observation of children’s performance against goals and environmental rating assessments by the Center Directors. These assessments and observations provide tangible feedback to the teaching staff to assure goals are met.



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J. DISCIPLINE AND BEHAVIOR MANAGEMENT POLICY – FHB Policy # 6, 5 pp

1. The Discipline and Behavior Management Policy outlines what we “**DO**” with children and what we “**DO NOT**” do with children, teaching strategies for classroom success, behavior absolutes as well as goals, resources and a visual plan to handle escalated behaviors. The Director reviews it with every employee during the interview process and during orientation and with families upon enrollment.
2. In the case of **consistent or severe discipline problems**, you will be notified and conferences will be set with the director and the teacher. Actions from the conference may include changes in the school environment, changes in home environment or outside resource intervention. All actions are designed to help the child be successful within the school setting. We are committed to work cooperatively with the family and community resources to assure the child’s success. If it becomes necessary, we would provide appropriate timelines and assistance in indentifying alternate, more suitable educational programs for your child.

3. **Biting Policy** – FHB Policy #2, 2pp

Biting is a natural development stage that many children go through. The safety of the children at the center is our primary concern. The center’s biting policy provides consistency in response to both the child who bit and the child who was bitten and addresses the specific actions the staff will take if a biting incident occurs. Our goal is to teach more appropriate ways for children to express their feelings and to alert families if blood contact occurs.

4. As outlined in our behavioral management policies, **corporal punishment** (spankings or “pops”) will not be administered at the center at anytime by employees or anyone else. This includes you. Parents and family members may not administer corporal punishment at anytime on the center’s premises.



K. OUTSIDE POLICY

1. We consider the outdoors an extension of our classroom learning environment. The children will go outside every day to participate in Gross Motor activities, weather permitting. Weather permitting is an inclusive term which means most days in North Carolina.
2. During winter and summer extreme temperatures, we will typically still go outside for periods of time. Please dress your child appropriately for both indoor and outdoor weather conditions of the day. The Director will follow the weather “code” system to determine those few days during the year that **extreme conditions** do not permit children to play and learn outdoors. Gross motor activities continue on those days indoors.
3. All children who are “up to group care” **should be able to participate in group activities including indoor or outdoor Gross Motor activities**. Special requests not to participate in outdoor activities can be approved for limited time periods only by the administrator and only with a doctor’s written permission.

L. TOILET-TRAINING POLICY - FHB Policy # 14

Toilet-training or “Potty”-training is a team effort between the child, the family and the center. It can be very rewarding and successful -- if we work together.

Younger children should show some sign of readiness before **potty training** can begin. Parents and teachers will decide together when and how to start. Potty training at our center typically starts in the 2 year old class, usually around the age of 24 to 30 months, depending on the readiness of the child. Our “potty training” facilities are child-adapted and conveniently located. Please request and review our potty-training procedures prior to beginning potty training at home.

M. CLOTHING

1. A full day at the center will include such activities as singing, painting, dancing and playing, both indoors and outside. Your child should **wear fitted, comfortable, washable clothes** as well as closed toe/heel shoes to the center. Hair bows, barrettes, beads, jewelry and other items that can be easily pulled should be avoided for safety/choking reasons. If worn, the center is not responsible for broken, lost or stolen items.
2. We require that all children **bring and maintain two (2) complete changes of clothes**, including shirt, pants, socks and underwear. This allows for dirty clothes to be sent home. If your child is an infant or engaged in potty-training, several changes of “clothing” may be needed. Please mark all clothing clearly with your child’s name!! We always welcome family donations of extra pants, shorts or any type of bottoms.
3. The center furnishes wipes. **Please supply diapers** for your child. Make sure your child has plenty at the center. Please mark these items with your child’s name.
4. **CLOSED TOED/HEELED SHOES must be worn** at all times for your child’s safety and protection. Children wearing flip flops, open-toed shoes will be dismissed to assure their safety inside the classroom and in the outside learning environment.

N. MEALS

1. We participate in the **Child and Family Nutrition Program** and serve nutritious meals: breakfast, lunch, and an afternoon snack. The children's meals are planned and posted weekly. If you feel a need to substitute or supplement menu items, please coordinate this with the director and the Food Service Manager as all **nutrition requirements must still be met** unless the parent chooses to complete a Nutrition Opt-Out Form.
2. Parents must fill out an **infant feeding schedule** for all children under 15 months old and routinely update with any changes.
3. We encourage breast feeding for infants and will work with the family to assure success. Parents are given a **choice** about providing infants' formula, breast milk and food until the child can eat table food. If the parent chooses to send meals from home, they must be sent in bottles/containers as individual feedings, labeled and dated, daily. Unused meals that have been previously served are discarded.
4. ALL bottles, bottle caps, "sippy" cups and food must be **clearly marked** with the **child's first and last name and date**. On-line labels are available and work well.
5. Infants should be ready to start their day, having been fed at least one bottle and a fresh, clean diaper before they arrive in the mornings. Please make sure you **communicate daily** with the teachers about your child's feeding schedule and needs.
6. We serve whole milk to Infants & Toddlers and 1% milk for the older children for the breakfast and lunch meals. Milk substitutes must be provided by the parents on Mondays in a sealed container. Any unused portions will be returned on Fridays.
7. Breakfast is served daily between 8:45 – 9:15 a.m, depending on the school/class schedule. If you want your child to have an earlier morning meal, we encourage you to **serve it to your child at home** or on the way to school to avoid conflicts between children at the school. Many of the younger children have a difficult time understanding, "that's his, not yours." If you must send a morning snack with your child to be eaten at school; we ask that you go to the lobby or to an empty classroom with your child and allow them to eat the self-contained nutritious morning snack **before signing them into their classroom setting**.
8. Please review menus daily. It is your responsibility to alert teachers of **children's allergies** upon enrollment. If allergies develop after enrollment, please alert teachers/director immediately. Children's allergies will be posted in the classroom where they are served AND in the kitchen where the meals are prepared. If you don't see your child's allergy posted, we probably don't know about it. Please inform someone immediately. Please do not bring peanut products into our peanut-free environment.
9. All food brought into the facility for **consumption by the children** must be **commercially prepared** in a facility that is monitored by the North Carolina Environmental Health specialists. In other words, homemade cookies and cakes can not be served to the children and should therefore be brought in to the teachers and administrators (☺).



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O. FAMILY INVOLVEMENT AND ENGAGEMENT – FHB #8

We have an **open door policy**. We welcome visits by parents and extended family members at our school. We encourage you to visit anytime the facility is open. Your child's classroom teacher or director can suggest observation techniques and locations that will maximize the success of your visit.

P. COMMUNICATIONS – FHB #4

Staff members and families are expected to use proper communication channels and effective communication techniques that support positive work relationships with: 1. Children; 2. Administrators/Owners; 3. Parents/Families; Peers/Support Staff; and Community Resources/Agencies.

Q. TRANSPORTATION

It is our primary objective to assure the safety and well-being of the children at all times. Specific transportation policies and procedures are implemented for safely transporting children. You may review these guidelines outlined in the **Transportation Policy** as a current copy is always available in the lobby for your review. You may request a review of the policies with a Director at any time and you must sign a policy review and agreement form prior to your student beginning transportation.

The facility offers limited transportation service for our children based on need, distance and number of requests. Every request is not guaranteed to be granted. Transportation service allows children to be transported to our facility in a simple and safe manner.

The service may include: home transportation, transportation to and from school, or bus pick-up and/or drop off. Please check with the Center Director to determine transportation service availability by completing a Transportation Request Form. The fee schedule varies depending on distance from the center and requests are evaluated on a case-by-case basis for feasibility. Response time for requests is typically 1-2 weeks.

We ask that you maintain open lines of communication with the center about your child's daily schedule. If your child will not be riding the van or bus that day, please contact the center to let us know immediately, but no later than noon that day.

Field trips are another aspect of our program that enhances the children's educational experience. A field trip is described as any activity that requires the children to leave the premises. Anytime there is a field trip, we will notify you of the event, the time and place and ask for your written permission for your child to attend. Finally, we always appreciate parent volunteers on trips and ask that you share with us in field trip experiences as often as possible.



IV. HEALTH & SAFETY

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A. SAFE ARRIVAL AND DEPARTURE

1. Children, ALL AGES, upon arrival must be accompanied inside the facility by an adult (18 or older) and **LEFT IN THE CUSTODY OF A TEACHER!** Children (regardless of age) are not to be dropped off to go into the classroom alone. The parent or person delivering the child is responsible to **sign the child into the classroom** (or onto transportation) each day. We also encourage you to help your child with morning hand washing as a “routine” activity to help make the morning transition smooth.
2. Upon departure, the parents of ALL children are to notify the teacher that they are leaving. Children, (regardless of age) are not to leave the room unattended to go to the car. The parent or adult person (18 or older) picking-up the child is required to **sign the child out of the classroom** (or off of transportation) for the day.
3. Please pay particular attention to your children in the hallways, on the sidewalks and in the parking lot. We ask that you visually supervise your children during the transition from the classroom to the car and we **require that you hold your child’s hand from the building to the car to assure their safety while in transition.**

B. HEALTH FORMS & SCREENINGS

1. It is required that each child enrolled have a current immunization record prior to enrollment.
2. All children, except for school-age children, must have a physical dated within the last year on file **prior to the 1st day of enrollment.**
3. Medical Action Plans (MAP) must be completed by the parent and the physician prior to enrollment for children with chronic illness, allergies, asthma or other illness/conditions. The paperwork provides guidance to support our ability to meet children’s care requirements. MAP should include steps to take as well as medications required to remedy the situation until health care professionals arrive.
4. Failure to receive appropriate health information will result in interruption of care and educational services. Please provide a continuous update of your child’s health record to your Director.
5. Children get a healthy start when medical providers, community resources and educators work together to identify and prevent problems that could impact a child’s learning. We promote preventive assessments and screenings to detect treatable problems early through speech & hearing, oral health, vision and developmental referrals to parents and/or caregivers.
6. Records (application, pick-up authorization, incident reports, etc.) are kept on file for each child. Feel free to ask the director to see your child’s file at anytime.

C. INFANT TODDLER SUDDEN INFANT DEATH SYNDROME (ITSIDS) – FHB Policy #9

The Infant-Toddler Safe Sleep Policy is reviewed with each Employee and each newly enrolled family prior to hire or enrollment to assure their understanding and support of safe sleep for Infants and Toddlers.

D. ILLNESS & ATTENDANCE

Hand washing is our single best defense against illness and disease. We ask that you walk your child into their classroom in the mornings and work with them to wash their hands as they enter the facility. We wash hands periodically during the day and use the procedure posted at our sinks. Please reinforce this excellent practice at home.

1. Any child showing signs of an illness should not be sent to the center as we provide “group care” for well-children.
2. If a child becomes ill during the day, the sick child will be separated from the other children until the parent arrives. The parent or an alternate contact person should be able to be reached promptly (~10 minutes). The parent or other contact person is expected to pick-up the child promptly (within 30 minutes of notification). Please make alternate care arrangements ahead of time to be prepared in the case of your child’s illness.
3. If a child is sent home from the center due to a temperature or other suspected illness, the child must be fever-free (*without fever reducer*) and symptom-free for 24-hours before returning to group care. The only exception is with a note from a doctor indicating that the child has been seen, the fever or condition is not related to a contagious illness AND the child may return to group care. This policy is for the protection of the sick child as well as for the other children and staff who remain in the group setting. Consistent adherence to this policy provides for a safe and healthy environment for all.
4. Tuition fees continue during periods of absenteeism due to illness.
5. A notice will be posted for parents to read anytime there are documented cases of the same communicable disease or illness.
6. Below is a listing (not all-inclusive) of illness signs that indicate a child is not able to participate in group
 - a. A fever within the last 24 hours. Any temperature greater than 101 degrees is considered a fever. We typically take underarm temperatures and add one degree for accuracy. We will use our discretion if a child needs to be picked up with temps between 98.6 and 100.9 degrees. We will call parents for immediate pick-up with temps of 101 or above.
 - b. Diarrhea: Having a sudden onset of diarrhea characterized by an increased number of bowel movements compared to the child’s normal pattern and with increased stool water.
 - c. Vomiting: Two or more episodes of vomiting within an 8 hour period. We will use our discretion if a child needs to be picked up prior to the second episode of vomiting.
 - d. Combination of vomiting and diarrhea.
 - e. Fresh colds accompanied with a fever, or child does not feel up to group care.
 - f. Deep repetitive cough and/or sore throat.
 - g. Pink eye: Having red eye(s) accompanied by a discharge that is not clear in color.
 - h. Scabies or lice. We have a “nit free” policy.
 - i. Known contagious diseases such as chicken pox, strep throat, ringworm. viruses
 - j. Inability to go outside or participate in activities (lethargic, uncomfortable, not self)



E. ADMINISTERING MEDICATION

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1. With the exception of emergency medication required to relieve severe symptoms, we ask that ALL medications be given at home. If it is absolutely imperative that a medicine be given during school hours, we will do so with approval from the parent and the physician. Upon completing a medication form, you will need to also obtain a teachers signature and the Directors signature before the medicine will be administered.
 2. In your child's room, you will find medication forms. If your child is taking medication, a form must be filled out and signed. You can look at the medicine slip to determine when and how the medicine was administered that day. We will not administer medicine without a written permission slip from the parent and the physician.
 3. All medicine is stored in a locked cabinet or in a locked box in the refrigerator or on vehicles for transportation. NO medicine, diaper ointment, baby lotion, etc. is to stay in the diaper or book bags! Everything MUST be locked up! Please check your bags frequently and remove any chemical-related items or Keep out of Reach Children items.
 4. All medicine must be in its original container and labeled with the child's first and last name and expiration date.
- F. **MEDICAL EMERGENCIES**
1. In case of an emergency, we will call and have you meet us at the hospital or your doctor's office. If we are unsure of the need for medical attention, we will contact you before making the decision. We must have on file your signed consent (on the enrollment form) to authorize medical care should we not be able to reach you.
 2. **Correct phone numbers for emergency situations must be on file at all times!** We should be the first to know of any changes. Please make all updates directly with the office. The office staff will then update the classroom files.
 3. Our Emergency Medical Care Plan is posted in the office and in the classrooms at all times for your review.

G. **ABUSE AND NEGLECT**

Please alert us of incidents, injuries or unusual occurrences as part of routine communications. Per best practices, staff members conduct daily visual checks of children and document findings. We will typically contact you as concerns are noted to assure awareness and understanding by all parties.

We are required to document and report any cases of "suspected" child abuse or neglect and that's what we do. A report is not indicating judgment but rather fulfills the mandatory reporting requirement for Childcare Professionals. In making a report, we simply state the facts as noted. Please be aware that we are not always knowledgeable of who/when reports are made as any staff member, visitor to the building or resource personnel may make a report and are freely able to do so anonymously.

Shaken Baby Syndrome/Abusive Head Trauma - **FHB Policy #12, 3pp** outlines our commitment to care for young children in a nurturing and caring manner as outlined in our policies.

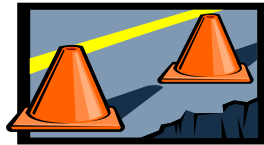


H. **SAFETY SYSTEMS & ACCIDENT REPORTING**

1. We take every precaution to make sure your child is safe. That includes safety inspections of the building, playground, classroom and equipment, as well as regular maintenance inspections and repairs.

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2. We ask that you partner with us in physically inspecting the facility prior to enrollment during our tour and on a routine basis as you visit the facility daily. You may bring forward any items of concern at anytime to the administrative staff.
3. When accidents do occur, we administer first aid as appropriate. If we feel medical attention is needed, we will contact you or your designated contact. We inform you of incidents; typically via an incident report form and request that you sign them simply indicating that we've made you aware of the incident. Accident investigations are completed and the teacher and administrator work together to determine steps or actions that can be taken to prevent recurrence.
4. If your child is involved in an accident/incident requiring medical attention, we require you to call your health insurance company for reimbursement of the related medical costs.



I. 100% TOBACCO-FREE/SMOKE-FREE ENVIRONMENT

We are proud to maintain a tobacco-free/smoke-free environment for our children. We ask that parents and staff refrain from smoking anywhere on our premises, which includes the sidewalks, playgrounds, parking lots and any other areas which could be considered a natural extension of our building. In addition, smells from smoking away from our building that accompany pick-up persons into the building will not be tolerated in the building. If smoke or any other potentially impairing aroma (alcohol, etc.) is “smelled,” we will request an alternate pick-up for the child and/or notify the Department of Social Services of the occurrence and concern. See the full [Tobacco-Free Policy – FHB #13](#) and 2nd hand smoke’s impact on children.



V. TUITION/FEES AND NOTES

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- A. Tuition and Fees - This is a privately operated facility and revenues from tuition are the sole source of operating income for expenses such as salaries, materials, supplies and equipment. It is imperative that payments be made promptly on Fridays to assist us with positive cash flow.

Payments are due on Friday PRIOR to the week services are rendered in order for your child to attend on Monday morning. Our accounting system generates delinquent payment reports weekly. **Unless special arrangements are made with the Administrative Director**, child care services will be interrupted and late fees assessed for any account not paid in full by end of day on Friday. Please discuss emergency or crisis situations with the Administrative Director. Otherwise, make payments on Friday and arrive with a smile on Monday morning!

If a notification is received to see the office, please make contact that day to discuss or correct your account. If your account is deemed delinquent and you've been previously notified to make contact and you've not contacted the office as requested; then your services will be temporarily interrupted, requiring you to report to the office prior to taking your child to the classroom or prior to after-school pick-up or care. We are committed to interruption-free care and educational services and therefore ask that you keep your account current and keep the lines of communications open with the Administrative Director.

Tuition Fee Schedule

<u>ENROLLMENT</u>	<u>\$ PER WEEK</u>
6 wks – 2 years	279
2- year old classroom	259
3 -5 year old classrooms	239
PK School Age/Wrap- Around	180
School-Age (Before and/or After School & Full Days)	147
Transportation Fees	30
Registration Fee (1 st child) – one time fee	75
Registration fee (for each additional child) – one time fee	50
Annual renewal fee (1 st quarter annually)	50
<u>OTHER CHARGES</u>	
Late pick-up fee	\$1.00 per minute late/per child
Late payment fee	\$5.00 for each day past Friday (+\$10 for Monday payments)
<i>Note(1): Late pick-up fees are due the following business day prior to drop-off</i>	
<i>Note (2): Discounts are available for accounts with cards on file for automatic payments.</i>	



B. TUITION AND FEE NOTES

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1. Weekly fees are due in full regardless of absences or closings. Fees are due when your child is absent, holidays, closings due to inclement weather, emergencies, vacations, etc. No reduction of fees is given for the 2nd child. However, if three children are enrolled, there is a 50% discount for the lowest fee child.
2. We do accept vouchers for payment of child care services from the Department of Social Services (DSS) and/or Child Care Resources, Inc (CCRI) from various counties. There are no discounts applied to these accounts and parents are required to make their payments which means: 1) making the full month's payment at the beginning of the month for the upcoming month OR 2) making weekly payments on Fridays as outlined above.

For families who receive tuition assistance, regular attendance is expected and encouraged with daily absence calls. Families are notified of their child's pending disenrollment immediately following the child's 5th absence in a calendar month. The student's enrollment is automatically terminated on the day following the 10th absence in a calendar month, regardless of the circumstance. The family has one of two options to mitigate the termination: 1) they may pay the account at the private daily rate for the remaining days in the calendar month and continue attendance; or 2) they may remain absent until the 1st day of the following calendar month. All other tuition agreements are the same as with private-paying parents.

3. After 90 days of continuous enrollment, families may use one free vacation week (child must be absent from the center for full week) per enrollment year. Be certain to alert the director in writing by completing a free week voucher when planning to use a free-week. *Vacation/free weeks may not be used in part, can not be carried over from year to year, and are not available to families with outstanding balances.*
4. **Tuition fees are due weekly on Fridays, PRIOR to services being rendered. *If tuition is not paid on Friday, please do not bring/send the student to school on Monday.***
5. We accept payments for more than one week at a time to align with the family's pay cycle, but this must be paid in advance, not in arrears. Also, we accept payments on a day other than Friday, but again, this must be paid in advance, not in arrears.
5. School-aged children will have an activity fee for the summer. This fee will vary according to the field trips and activities planned each year and will be communicated in advance.
6. As part of our pledge to continue to provide the kind of care and education you have become accustomed to for your child, we must meet our operating budget and provide means for improving our facilities and resources. For this reason, tuition fees are reviewed annually and will typically increase at least annually normally during the 1st quarter of the calendar year. Please budget accordingly. We will remain competitive in our pricing and continue to provide quality care at an excellent value.
7. Do not hand payments to classroom teachers or to Drivers (families may call ahead to alert pending payment and amount with driver present and receipts will be delivered by driver during next run). Otherwise, make payments in the office with an Administrator or designee. Anytime a cash payment is made for tuition, it is the payee's responsibility to obtain a receipt from an authorized person in the office.



VI. DROPPED ENROLLMENT

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A. We're disappointed when you withdraw from the Center for any reason. If you make that decision, we ask that you provide a minimum two-week written notice to the director, more if possible, of your intention. This allows us time to contact our waiting list parents for enrollment in that slot. Failure to communicate a minimum notice in writing will result in that tuition charge to your account. "Enrollment Withdrawal Notice" forms are available in the office.

Please communicate with the office regarding extended absences. If an enrolled child fails to attend the center for a period of one week without notification, that child will be dropped from the roster. The parent or guardian will be responsible for any unpaid obligations.

B. Sometimes children or families may not adjust to this child care environment; OR, we may feel that we can not provide the level or quality of care your child requires and deserves; OR, agreements may not be followed as outlined in this handbook. In these cases, we will provide you a minimum one-week's written notice, more if possible, to withdraw. This allows you time to provide for alternate care arrangements for your child. We provide this notice in most cases other than lack of tuition payment, which would result in immediate suspension or termination.

