

# KINDERKIDZ LEARNING CENTER



## PARENTS HANDBOOK AND OPERATING PROCEDURES

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### Table of Contents

<b>Foreword</b>	Page 2
<b>Admissions</b>	Page 3
Eligibility Requirements	Page 3
Enrollment	Page 3
Waiting List Priorities	Page 3
Part-Time Enrollment Policy	Page 4
<b>Fees</b>	Page 4
Registration	Page 4
Security Deposit	Page 4
Tuition Fee	Page 4
Returned Checks or Declined Fees	Page 4
Fee Due Date - Late Payment Penalties	Page 4 - 5
Diapering/Toilet-Training	Page 5
<b>Absences</b>	Page 5
Sick Days/Extended Illness	Page 5
Child Late Pickup Fee/Policy	Page 5
Vacations	Page 6
Returned Checks	Page 6
<b>Closures</b>	Page 6
Holidays	Page 6
Unplanned Closures	Page 7
Disaster Evacuation	Page 7
Inclement Weather	Page 7
Refund Policy	Page 8
<b>Health and Safety</b>	Page 8
Security Procedures	Page 8
Visitors	Page 8
Alternate Pick Up	Page 9
Personal Appearance and Safety	Page 9
Sick Children	Page 9
Too Ill to Attend	Page 9
Symptoms	Page 10
Temperature	Page 10
Vomiting	Page 10
Diarrhea	Page 10
Runny Nose	Page 10

# KINDERKIDZ LEARNING CENTER



Miscellaneous Symptoms	Page 10 - 11
Infectious and Viral Illnesses	Page 11
Local Health Reportable Illnesses	Page 11
Non-Diarrhea Illnesses	Page 11
Infectious Diarrhea	Page 11
Vaccine-Preventable Illnesses	Page 11
Rash-Causing Illness	Page 12
Streptococcal Infections	Page 12
Non-Reportable Communicable Illnesses	Page 12
Viral Illness	Page 12
Non-Contagious Bacterial Infection	Page 13
Plant Contact Irritant	Page 13
Medication	Page 13
Prescription Medicine	Page 13
Over-the-Counter Medicines	Page 13
Record/Emergency Information	Page 13 - 14
<b>Withdrawal from KinderKidz</b>	Page 14
Voluntary Withdrawal	Page 15
Loss of Use	Page 15
Suspension of Services	Page 15
Termination of Services	Page 15
<b>Discipline</b>	Page 15
Biting Policy	Page 16
Aggressive Behavior	Page 16
<b>Parent Roles and Responsibilities</b>	Page 16
Daily Parent Responsibilities/Opportunities	Page 16 - 17
Family Events	Page 18
Grievance Procedures for Parents	Page 18
KinderKidz Learning Center Email List	Page 19
Parents Acknowledgment	Page 19

## **Foreword**

KinderKidz Learning Center was established in February 2004 to provide high quality childcare to children ages 4 weeks through 12 years.

This handbook defines KinderKidz Learning Center policies, procedures, and your responsibilities as parents.

The acknowledgment states that you have read KinderKidz Learning Center Policies and Operating Procedures and agree to follow the Center's policies for the duration of your child's enrollment at KinderKidz Learning Center. This must be signed and returned to the Director within one week after your child has started care.

# KINDERKIDZ LEARNING CENTER



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## **Admissions**

### **Eligibility Requirements**

KinderKidz Learning Center accepts children from four weeks of age to 12 years. The Center accepts all children regardless of race, religion, or national origin. Parents may enroll their child when the child is born. However, each newborn must have been released from the hospital at least four weeks prior to attending the Center.

### **Enrollment**

The maximum enrollment at KinderKidz Learning Center is limited by the size of the facility and the student-to-teacher ratios set by the States standard. Once a family secures the position by providing one week's tuition as a deposit, the Director will schedule a meeting with the parents and child to determine the appropriate classroom placement for the child based on his or her individual needs. We allowed you two weeks of trial period for us to get to know each other. After this period, you will be required to provide 2 weeks' advance notice to the Center in writing and pay tuition for up to two weeks if you wish to terminate your service. The Center requires that all children have a written physician's statement (physical and immunization record) declaring that the child is in general good health (no contagious diseases) and can attend our Center and proof of your child's birth. These documents are due no later than the first day of enrollment. The Center operates on a Monday through Friday cycle. All enrollment dates fall on Monday and all withdrawal dates fall on Friday. Even if a child starts on a day other than Monday, the parent is still responsible for paying for the entire week. In addition, if a child withdraws from the Center on a day other than Friday, the parent is responsible for the full week's tuition, except for our part-time students.

### **Waiting List Priorities**

KinderKidz Learning Center has found it necessary to establish a waiting list of families wishing to have their children enrolled in the Center. The Center requires a non-refundable \$95 deposit to be placed on the waiting which can ONLY be applied to enrollment fees. One of the parents of the new enrollee will be contacted and offered the position. They will be given three working days to notify the director whether they will accept the position. Parents may decline to enroll their child once without losing their place on the waiting list. After two offers of enrollment are declined, the child will be placed at the end of the waiting list. It is the parent's responsibility to keep the Center Director updated with their waiting list information (i.e. phone numbers, birth date etc.). Children are placed on the waiting list at the time that their application and deposit are received.

### **Part-Time Enrollment Policy**

Part-time is the same under enrollment 1.2 except that they are enrolled less than 5 day a week or less than 25 hours a week. However, the parents of the children involved in a part-time enrollment must sign an agreement. The parents shall establish and maintain a fixed attendance schedule that does not overlap or have significant gaps. A significant gap would be causing tuition and fees received for the slot to be less than that received if the slot were filled by one child on a full-time schedule.

# KINDERKIDZ LEARNING CENTER

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## **Fees**

All fees listed on our rate sheet are subject to change. However, parents will be given at least a 15-day (45 days for tuition increases) advance notice of what the new fee is and when the fee changes will occur. The Director must provide this notice in writing to all parents of enrolled children.

## **Registration Fees**

There is an annual \$95.00 nonrefundable registration fee.

## **Security Deposit**

A security deposit equal to one week's full tuition will be due in full at the time of enrollment. Parents who withdraw their children from the Center must give two weeks' written notice so that the security deposit can be refunded in its entirety. The deposit will be applied to the final week of care.

## **Tuition Fee**

The tuition fee is established to cover the Center's operating expenses. It is subject to change, as conditions require. Tuition fees are based on a Monday-Friday schedule. The Center is open between the hours of 6:30 am and 6:00 PM. If a child will be attending for more than their scheduled hours or scheduled day off, additional fees will be charged. To meet staffing requirements and to minimize KinderKidz expenses, parents are required to fill out a tuition schedule form to establish a weekly schedule for each child's hours of attendance. Changes to the child's schedule should be coordinated with the Director. Students scheduled full-time must pay full-time tuition regardless of whether or not they are actually at the Center as scheduled.

Likewise, students scheduled as part-time must pay tuition for their schedule days regardless of whether they attend on those days.

## **Fee Due Date - Late Payment Penalties**

Tuition is prepaid weekly on Friday before the week begins. Tuition due in advance on Monday prior to attendance of that week. A \$25 late fee per family will be assessed if tuition is not received by the close of business (6:00 PM) on the first working day after the due date, normally Tuesday. If the Center is closed on the Monday due date, for Federal Holiday or other reasons, tuition is due on Tuesday of the week, and the late fee will be assessed for payments later than 6:00 PM that Wednesday. Exceptions to the fee due date must be approved by the Director in advance. Requests for exceptions should be in writing and signed by both the parent and the Director. If you know in advance that your payment will be late; please contact the Director, Assistant Director, or Office Manager to arrange for a waiver. If you do not make these arrangements in advance, your check should be made out for an additional \$25. If payment is not received within four working days after the due date (first Friday of the period) the security deposit will be retained as payment for the first week of that period. In addition, your child will not be permitted to attend the Center commencing on the fifth working day (normally the second Monday of the period) unless fees are paid in full. Any exceptions will be at the discretion of the Director. After two weeks of non-payment of tuition and fees, the

## KINDERKIDZ LEARNING CENTER



affected child will be expelled from the Center. As such, the child may be enrolled again by following the admissions procedures as a new applicant.

If my account should be placed with an attorney for collection, I agree to pay, in addition to all other amounts I owe, an attorney's fee equal to one-third percent (33.3%) of my outstanding balance and other costs associated with collections. If any indebtedness is not paid in full within 30 days from the date of invoice, I agree to pay an interest charge of 1.5% per month (18% per annum).

### **Absences**

#### **Sick Days/Extended Illness**

Our daily cutoff time is at 9am. You are requested to notify the Center if your child will be absent due to illness. When your child is ill and unable to be at the Center, tuition fee schedule is as follows: 1 - 5 consecutive days - 100% of fees 2nd and 3rd consecutive weeks - 50% of fees for those days absent

If your child is ill for an extended period of time (e.g., more than one week) parents are requested to notify the Center in writing to ensure their fee reduction. Fee reduction is dependent upon a doctor's notification and verification of severity of illness.

If your child is ill for a period longer than three weeks, he/she will be withdrawn from the Center unless full tuition is paid. After withdrawal, his/her name will be placed on the priority waiting list 8 for re-entry of previously sick children to the Center. There will be no additional deposit required to remain on this waiting list as long as the security deposit remains intact. In the event that the child cannot return to the center, the security deposit will be retained by the Center to cover expenses when fees are reduced.

#### **Child Late Pickup Fee/Policy**

KinderKidz Learning Center operates from 6:30am to 6:00pm daily but within schedules. The following rates will be charged for children picked up after scheduled time. The Center Director determines the duration of the late pickup and notifies the parent of the fee: **\$1** per minute.

This late pickup fee is assessed for each child who is not under the supervision of the child's parent or guardian. If any of the following occur, the child or children will be turned over to 1) person/persons listed on the Emergency Information Sheet or 2) the Child Protective Services:

- Parent is more than 30 minutes late and the Center has not been contacted
- Parent is more than 15 minutes late for a third time, for any reason, during a period of eight weeks. This policy is required to ensure the safety and wellbeing of children remaining after the center has closed for the day. It is not the responsibility of KinderKidz Learning Center to remind parents of the closing time. If a parent is more than 2 minutes late, an attempt will be made to reach the parent. If the parent has not contacted the Center within **5 minutes** of the scheduled closing time, those people designated on the child's emergency Information Sheet will be notified. If the parent is more than 30 minutes late and the Center has not been contacted, the child will be turned

# KINDERKIDZ LEARNING CENTER



over to the **emergency contact or Child Protective Services** if emergency contacts are unavailable.

## **Vacations**

Each child is given an annual two weeks' vacation from January to December and not from the date of enrollment. 50% of tuition must be paid when parents temporarily remove the child from the Center for vacations and holidays. Parents are required to notify the Center as far in advance as possible for scheduled absences. Late-fee waivers are available but must be coordinated in advance if the parent does not pay for the other missed weeks in advance. This waiver allows the parent to pay for missed weeks upon returning to the Center but waives the associated late fee.

## **Returned Checks**

Checks returned by the Bank for any reason, the Center assesses a \$25 fee. The center also assesses a late tuition fee if the check's return causes the current week's tuition to be paid later than Tuesday at 6:00 PM.

## **Diapering/Toilet-Training**

Toilet training is an important developmental milestone in your child's life. A child's readiness to begin toilet training is based on their developmental level and not their age. With all effort, we will work with you using the same approach to start the introduction of toilet training from 24 months and gradually advance through 42 months of age. Also, due to sanitation reasons, cloth diapers are not allowed at our center.

## **KinderKidz Learning Center Closings**

In the course of operations, there are planned times that the Center will be closed (such as holidays), and times when the Center may be forced to close because the situation poses a threat to the health, safety or well-being of the children or staff of KinderKidz Learning Center.

## **Holidays**

The Center shall be closed on all weekends and Federal Holidays - there will be no fee reduction for Federal Holidays. The Federal Holiday schedule is as follows:

**New Year's Day**

**Martin Luther King Day**

**President's Day**

**Memorial Day**

**Juneteenth**

**Independence Day**

**Labor Day**

**Veteran's Day**

**Thanksgiving**

**Day After Thanksgiving**

**Christmas Day**

\*\*\*\*\***Note:** Whenever a holiday falls on a Sunday, the following Monday will be observed as a holiday; whenever a holiday falls on a Saturday, the preceding Friday will

## KINDERKIDZ LEARNING CENTER



be observed as a holiday. In addition to the above Federal Holidays, KinderKidz Learning Center will close at **12PM** on the following days:  
The day before Thanksgiving, Christmas Eve, and New Year's Eve

### **Unplanned Closure of KinderKidz Learning Center**

When, in certain circumstances, KinderKidz Learning Center is unable to provide services within licensing guidelines, it will be necessary to close the center. For example, according to licensing, the center cannot remain open if there is a loss of running water or phone service. The situation will be assessed and if the service cannot be restored, it is grounds for immediate closure of the center. In the event of a loss of power, the Center may remain open until it is determined that a safe and comfortable environment for the children can no longer be maintained (too low or too high temperature, darkness). When events necessitate an unplanned closure, if possible, parents will be notified as soon as the event occurs via the parents' e-mail distribution list. Parents will be updated by e-mail once the situation has been assessed. As soon as the determination has been made to close the Center, parents will be notified of the closing time via the parents' email distribution list and all contact phone numbers. As soon as a closing time has been determined, Center closing policies and fees will be in effect.

### **Disaster Evacuation**

In the event of an earthquake, fire, facility flooding, or hazardous spill, the children will be taken to an evacuation location (current evacuation location is posted at KinderKidz Learning Center). Signs will be posted at KinderKidz Learning Center directing parents to the evacuation location. Parents should proceed immediately to the evacuation location to pick up their child. The Director and Assistant Director will be responsible for staying with the children. Emergency response team representatives will be requested to be at the evacuation location to assist with the relocation. Parents will be notified as quickly as possible, via the parents' e-mail distribution list and all contact phone numbers after the children have been safely relocated. If parents cannot be reached, those persons designated on the child's Emergency Information Sheet will be notified immediately.

### **Inclement Weather Policies**

We make every effort to remain open during inclement weather. Our goal is to make sound decisions based on the safety of families and staff, while still meeting families' needs for childcare (when regular school is closed) to accommodate those parents who must report to work no matter the weather.

However, hazardous road conditions may prevent our staff members from getting to the Center or arriving on time. If the roads are navigable, we will do our best to open for childcare even on snow days; please **call the Center to make sure staff members have arrived before you leave home.**

**If either the **Federal Government or the County Government** closes due to inclement weather, we will also close entirely for the day, and cannot open for childcare. Check on [www.opm.gov](http://www.opm.gov) AND FEMA app for closing status updates.**

### **Refund Policy**

## KINDERKIDZ LEARNING CENTER



No refunds of tuition will be given for absence due to illness of one week in duration or less. No refunds of tuition will be given for absence due to vacation. No refunds of tuition will be given for days the center is closed. These include planned closures such as scheduled holidays as well as emergency closures.

The one-week tuition security deposit is refundable only when the family account is prepaid and two weeks' notice prior to the child's withdrawal from the Center. The one-week deposit will be applied to the final week's tuition. If a child withdraws midweek, there will be no refund of fees for the days the child does not attend. Per your payment plan, after a week or two of non-payment of tuition and fees, the affected child will be expelled from the center and the security deposit will be retained. There are no refunds due to a child's illness. If a child is ill for an extended period of time (greater than one week), parents should notify the Center in writing to request a 50% reduction in fee for the second and third consecutive weeks of illness. Fee reduction is dependent upon a doctor's notification and verification of severity of illness. After three weeks, full tuition payments must resume, or the family may opt to withdraw the child. In the case of withdrawal due to illness, the child's name is placed on the priority waiting list for re-entry to the center. No additional deposit is required to remain on the priority waiting list as long as the security deposit remains intact. In the event that a child cannot return to the center, the security deposit is retained by the Center.

### **Health and Safety**

#### **KinderKidz Learning Center is a NUT-FREE Center**

#### **Security Procedures**

Parents are to use their security access code or badge to enter the Center. Parents who forget their security access code or badge or new parents who have not yet received access must ring the bell located at the front door to gain entrance. On-site personnel are encouraged to wear their badge while in the facility for further security. In addition, when entering the center parents should not hold the door open for others to enter the Center. Each parent or family entering the center should use their code or swipe his/her badge.

#### **Visitors**

A visitor is classified as any person over the age of 13 who is not a parent, sibling, or KinderKidz Learning Center staff member. A visit to KinderKidz Learning Center should be arranged at least 24 hours in advance. Visitors to the center (who are not there for business purposes, such as repairs, deliveries, inspections/audits, or to act in a teaching capacity such as to conduct the music program or science lessons) should generally be escorted by a parent or teacher. All visitors must be positively identified by the staff member controlling access at the front desk. The visitor must show a driver's license, and his/her name must be on one of the following documents: A child's Identification and Emergency Information sheet under "names of persons authorized to take a child from the facility." The daily list of expected visitors. Once the visitor has been positively identified at the front desk and verified to have authorization to be at the center, the visitor can sign the logbook and will be given a temporary check out code and allowed to proceed to the classrooms with the escort. Escorts may be waived on a case-by-case



## KINDERKIDZ LEARNING CENTER



basis. Visitors may come to KinderKidz Learning Center without the 24-hour prior notification if they are escorted by a parent or teacher and are positively identified by the staff member manning the front desk. The visitor must sign the logbook.

### **Alternate Pick Up**

Some visitors may be unescorted if they have been designated to pick up or drop off child(ren). Parents wishing to arrange for an alternate person to pick up their child(ren) must follow this procedure:

1. At least 24 hours in advance (emergency exceptions only) of the (first) alternate pick-up/drop-off date, either:
  - a. Send in a Consent Form or Add the person to your child's Emergency Information sheet under "persons authorized to take a child from the facility." (Once added to this list, the person can pick up your child in "emergency" situations where you do not have advance notice.)
  - b. After positive identification has been provided, inform the Director or Assistant Director to add the person to the list of authorized visitors for a particular day/day.
2. Inform your child's teachers and the Director or Assistant Director that this person will be picking up your child(ren) on the specified day/days.
3. Let the alternate person know that he/she will be required to show identification at the front desk and sign in before proceeding to the classrooms. Also inform the person that he/she should identify him/herself to the classroom teachers and sign the child(ren) in or out of the classroom logbook.

**\*\*\*Note:** Security access code should not be given to visitors. Access code may only be used by the person assigned to the badge.

### **Personal Appearance and Safety**

Dress, grooming and personal cleanliness standards contribute to the morale of all children. With that in mind, health, and safety is our prior. Please avoid wearing

1. Strangulation hazards, scarfs, or jewelries
2. Tripping hazards, loose shoes strings or Open toes shoes
3. Inappropriate age toys to school (will be taken away and sent home by the adult)
4. Other acceptable toys are the responsibilities of the parents should it break or lost

### **Sick Children**

This section provides a list of symptoms that would indicate that a child should not be brought to the Center. If these symptoms appear during the course of the day, the person(s) listed on the Emergency Information Sheet shall be notified.

### **Too Ill to Attend**

The classroom teacher/staff will decide if the child is too ill to attend and/or remain at the center. A parent, or those persons designated on the child's Emergency Information Sheet, will be notified. The child must be picked up within 30 minutes of personal notification. While awaiting pick-up, the child will be isolated from the rest of the children. In the case of an accident/injury, the child's condition will be assessed and a parent, or those persons designated on the child's Emergency Information Sheet, will be

## KINDERKIDZ LEARNING CENTER



notified. If the condition is life threatening, 911 will be called and the child will be transported by ambulance to a hospital even if the parent cannot be reached.

If it is determined that the injury is not life threatening, but that the child should not remain at the Center or should seek medical attention, a parent, or those persons designated on the child's Emergency Information Sheet, will be notified. The child must be picked up within 30 minutes of personal notification. Appropriate first aid will be administered to the child while awaiting pick-up. Failure to pick up the child within 30 minutes of personal notification and/or knowingly leaving your ill or injured child at the center will be grounds for three days suspension of the center's services for the family first occurrence. Repeated infractions of this policy will result in termination of enrollment in the Center.

### **Symptoms**

If a child has any of the following symptoms the child must stay out for the designated period of time. For clarification of these requirements, please contact the center Director or the Assistant Director.

### **Temperature**

A fever is defined as a temperature of 100.4° F or more. The child may return 24 hours after the fever has abated.

### **Vomiting**

The child may return 24 hours after vomiting has stopped.

### **Diarrhea**

All cases of diarrhea must be reported to the Center and the cause must be explained. The risks of spreading diarrhea are more serious than the risks of spreading colds. The child may return 24 hours after the diarrhea stops. The criteria for a child to stay home for diarrhea are as follows:

1. Diarrhea accompanied by: fever of 99° F, excessive runny nose and/or irritability.
2. More than 3 diarrhea bowl movements within 8 hours (regardless of the cause).

### **Runny Nose**

Your child may come to the Center if the nose is:

1. Runny and not excessive.
2. Caused by allergy or teething (with a doctor's note).

#### **Your child should stay home if:**

1. Runny nose with fever of 99.0° or greater.
2. Excessive runny nose with any or all of the following symptoms: bloody sputum, vomiting, diarrhea, or any other sign of illness.

### **Miscellaneous Symptoms**

The staff may also consider the following symptoms (and any other pertinent symptoms) when determining if the child is too ill to attend and/or remain at the Center:

## KINDERKIDZ LEARNING CENTER

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1. Complaints of severe stomachache, earache, headache, or other pain.
2. An unidentified rash.
3. Claims that child is too weak or too sick to attend day care.

### **Infectious and Viral Illnesses**

If your child has been sick with a contagious illness, **a doctor's note indicating general good health will be required for his/her return to the Center.** The Center does not divulge the name of the child who may have caused the exposure to maintain confidentiality for that family. The center will notify the parents in the appropriate classrooms when there has been an exposure to a communicable illness.

\*\*\*\***NOTE:** The Director may determine that a doctor's release form may be required to reenter the center after any illness.

### **Local Health Reportable Illnesses**

These illnesses are very serious and require consultation with a physician. These illnesses must be reported to the Prince Williams County Health Department. Usually the diagnosing physician provides the reporting mechanism. Please see the Center Director if you have any further questions as to the county health reporting procedures. A child may return to the center upon approval in writing from the doctor.

### **Non-Diarrhea Illnesses**

The symptoms are detailed in information provided by the County's Health Department.

1. Hemophilus Meningitis, 2. Meningococcal Infection, 3. Hepatitis

### **Infectious Diarrhea**

If any of the following infectious diarrheas are suspected, the child will be sent home with the symptoms documented and referred to their physician for further evaluation. The symptoms are detailed in information provided by the County's Health Department. If the physician recommends testing, the child may not return to the center until the test results are negative or the child has been on medication to treat the illness for 72 hours. A release form will be provided by the Center to be completed by the physician before the child can return to the Center. If the physician does not recommend testing, but the child continues to display symptoms of infectious diarrhea the child will be sent home. A negative test result or medication to treat the illness for 72 hours will be required before the child is re-admitted to the Center. A release form will be provided by the Center to be completed by the physician before the child can return to the Center. These illnesses are very serious and require consultation with a physician. These illnesses are reportable to the County's Health Department. A child diagnosed with any of the following may return to the center upon approval in writing from the doctor and where required when cleared by the County Health Department.

**Campylobacter:** A child may return to the Center after treatment and when diarrhea has ended with a physician's written authorization.

**Giardia:** A child may return to the Center after treatment and when diarrhea has ended with a physician's written authorization.

## KINDERKIDZ LEARNING CENTER



**Salmonella:** A child may return to the Center only when cleared by the County Health Department.

**Shigellosis:** A child may return to the Center only when cleared by the County Health Department.

### **Vaccine-Preventable Illnesses**

These illnesses are very serious and require consultation with a physician. The chance of these occurring at the Center is quite small since the Center requires all immunizations to be kept current. These are reportable to the Immunization Assistance Program.

**Rubella (3-Day Measles):** A child may return to the Center 5 days after the onset of the rash and with a physician's written authorization.

**Measles (Rubeola):** A child may return to the Center 5 days after the onset of the rash and with a physician's written authorization.

**Mumps:** A child may return to the Center when swelling has subsided and with a physician's written authorization.

**Pertussis (Whooping Cough):** A child may return to the Center after 1 week of treatment with antibiotics and with a physician's written authorization.

### **Rash-Causing Illness**

**Chicken Pox:** The child may return to the center 7 days after onset of the rash, and if all the blisters are dry.

**"Fifth Disease":** The child may return to the Center with a physician's written authorization.

**Scabies:** The child may return to the Center 5 days after the second treatment with a physician's written authorization.

### **Streptococcal Infections**

**Strep Throat:** The child may return to the Center after 48 hours of antibiotic treatment, no fever and with a physician's written authorization.

**Scarlet Fever:** The child may return to the Center with a physician's written authorization.

**Impetigo:** The child may return to the center after 24 hours of antibiotic treatment and with a physician's written authorization.

**Non-Reportable Communicable Illnesses** The following communicable illnesses will be handled as follows:

**Hand, Foot, Mouth Disease:** The child may return after fever subsides and sores disappear.

**Head Lice:** The child may return after treatment and the nits (egg pockets) are cleared completely from the hair.

**Pink Eye (Conjunctivitis):** Children may return to school when the infection is cleared.

**Pinworms:** The child may return to the Center with a physician's written authorization.

**Ringworm:** The child may return to the Center when the infected area has disappeared and with a physician's written authorization.

**Roseola Infantum:** The child may return to the Center after fever subsides and rash disappears.

## KINDERKIDZ LEARNING CENTER



**Thrush:** The child may return to the Center after 24 hours of treatment and written authorization from a physician.

### **Viral Illness**

Viral illnesses include but are not limited to colds, “flu,” roseola, most gastroenteritis, and viral pharyngitis (sore throats). The child is considered contagious for about 3 days. “Medicine” does not affect a virus and optimally a child should stay home when he/she acquires a cold, flu-syndrome, etc.

**Non-Contagious Bacterial Infection:** The child may attend the Center if he/she is feeling well enough to participate in classroom activities. Non-contagious bacterial infections include ear infections, sinusitis or bronchitis.

### **Plant Contact Irritant:**

Plant contact irritations (poison ivy/oak) are contracted due to contact with the oil from the plant (plant-to-person). These irritants can be transmitted by oil-contaminated clothing. The child should stay home if too uncomfortable or unable to participate in classroom activities.

### **Medication**

The parent shall provide all medication to be administered to the child. Parents should administer medication prior to bringing the child to the center and/or during the day. However, when this is not possible for some reason, the parent must provide a doctor’s note explaining why the child needs medication but is healthy enough to attend school, a written request for a waiver and a release form for the Director or Assistant Director to administer medications (teachers may administer prescription diaper rash cream with the required paperwork).

### **Prescription Medicine:**

Prescription medicine must indicate on the container (with missing information to be indicated on parental release) the following:

1. Child’s name
2. Type (name) and strength of medicine
3. Instructions on dosage, administering and storage
4. Purpose of medicine.
5. The date that the prescription was filled.
6. Expiration date and/or period of use
7. The name of the physician who prescribed or recommended the medication.

Regardless of how medication is administered, a release form must be filled out and the Director or Assistant Director must be able to see the prescription label. If a child requires medication via a baby bottle, the parent must be present during the entire consumption.

### **Over-the-Counter Medicines**

In order for a child to be given over-the-counter medicines by the center Director or Assistant Director, a doctor’s note explaining why the child needs medication but is

## KINDERKIDZ LEARNING CENTER



healthy enough to attend school. (Exceptions to the requirement of a physician's statement include teething gel and diaper rash ointment). Medicine will only be administered by a trained and certified to the child by the Director or Assistant Director after the parent has given specific instructions to do so.

### **Record/Emergency Information**

General medical records pertaining to the children will be reviewed on an annual basis. Records include:

#### **1. Identification and Emergency Information:**

- Name and address of child
- Work & home address of child's parent(s) and/or guardian
- Alternate work number for emergencies (i.e. secretary, co-worker who could find you)
- Additional persons who may be called in an emergency
- Physician or dentist to be called in an emergency
- Names of persons authorized to take child from facility

#### **2. Parent's Report - Child's Pre-admission Health History:**

- Development history
- Past illness, allergies
- Daily routines

#### **3. Physician's Report - Child Care Centers (Child Pre-admission Health Evaluation)**

- Statement to physician
- Physician's report
- Immunization history

#### **4. Release for Administration of Medicine by Staff (Prescription or over-the-counter medicines)**

#### **5. Medical Release - for emergency care**

#### **6. Logs:**

- Administration of all medications by staff – will indicate whether oral or written permission was given
- Bumps and bruises received and/or noted at the Center for parental information

#### **7. Single-Use Permission slips from parents for child to be released to someone other than persons listed.**

#### **8. Physicians statements for return to the Center after child has had contagious illness**

### **Withdrawal from the Center**

#### **Voluntary Withdrawal**

Children may be withdrawn from the Center at any time, without financial penalty, provided that a written two-week notice is given (with last day on a Friday). The Center operates on a Monday-Friday basis; therefore, the two weeks' notice should be given on a Monday. If a shorter notice is given, the parent will be responsible for full payment for the two weeks following receipt of such notice. The written notice can be waived in situations where it is in the Center's best interest to have a child withdrawn voluntarily.



## **Loss of Use**

This section describes the circumstances under which a child may be denied access to the center. The reasons are not punitive (described later) in nature and are as follows:

- **Illness**

The child is too sick to attend the Center.

- **Loss of eligibility**

The child exceeds the maximum age.

## **Suspension of Services**

The Center Director may temporarily suspend services to any child for good cause (e.g., failure to adapt and conform to rules, disruptive behavior that adversely affects the operation of the Center, disruptive/belligerent actions by a parent, failure to pick up a child who is deemed ill by the Center staff within 30 minutes of notification, etc.). The suspension may be for a period of time ranging from a few hours up to a maximum of three days for a single incident. No child may be suspended for more than 10 consecutive working days (multiple suspensions) without a hearing.

## **Termination of Services**

The following are the reasons for this type of action:

- **Non-payment of fees**

After two weeks of non-payment of tuition and fees, enrollment in the Center will be terminated.

- **Not Adhering to Parents Responsibilities**

Parents are responsible to communicate with their child safety rules, provide all enrollment supplies, and follow KLC's policies and procedures.

- **Disruptive Behavior**

Service will be terminated for a **parent or child** judged to be uncontrollable (repeated suspension and/or violent behavior). This is not limited to yelling at, name calling, throwing at, intimidating or threatening KLC's staff.

## **Disciplinary Procedures**

When a child or a parent demonstrates inappropriate or disruptive behavior, it becomes necessary for KinderKidz Learning Center director to intervene. The child or parent will be told that the behavior is inappropriate. In the child's case, the teacher will first talk to the child about the behavior and try to guide the child into using more appropriate ways to communicate. The child will be redirected and, if necessary, given a short time away from the rest of the class. Parents will be notified about the behavior. If repeated incidents occur, staff will develop a plan of intervention that includes shadowing the child and a conference with the parents.

We recognize that KinderKidz Learning Center may not be able to meet the needs of all parents or children. If the Director determines that the program is not able to meet the needs of an individual parent or child, but the parent's or child's behavior does not threaten other staff or children as stated above, the Director may terminate the child's enrollment in the Center's program upon two weeks written notice.



## **Biting Policy**

KinderKidz Learning Center recognizes that although biting is not “abnormal” in the sense that one out of ten toddlers does it, it is a disturbing and potentially harmful behavior. Biting will be discouraged from the very first episode. The first time (and every time) a child bites, both the parents of the child who bit and the parents of the child who got bitten will be called. If a second biting incident occurs within two weeks, the staff will shadow the child to determine the cause. If a third biting incident occurs within a two-week period, the parents of the child who bit will be required to pick up their child and the parents will have a formal meeting with the staff to come up with a plan to eliminate biting. If biting persists it may be necessary to terminate the child’s enrollment at KinderKidz Learning Center.

## **Aggressive Behavior**

KinderKidz Learning Center recognizes that excessive aggressive behavior in children is both disturbing and potentially harmful. Helping children develop positive behaviors is one way we prepare children for success in school and in life. However, “Aggressive behavior” may include but is not limited to pushing, kicking, hitting with fists or objects. The target of the child’s aggression could be another child or a staff member. The interpretation of what constitutes excessive or inappropriate aggression will be determined by the staff. The summary of KinderKidz Learning Center Staff Handbook is as follows. The first time (and every time) a child shows aggressive behavior, the parents of the will be called. If a second incident occurs within two weeks, the staff will shadow the child to determine the cause. If a third aggressive behavior incident occurs within a two-week period, the parents will be required to pick up their child and have a formal meeting with the staff to come up with a plan to eliminate the aggressive behavior. If the behavior persists it may be necessary to terminate the child’s enrollment at KinderKidz Learning Center.

## **Parent Roles and Responsibilities**

The families benefit by meeting other families in our center, observing their child(ren) interacting with their peers and gaining a better understanding of the Center operations and staying informed.

If you wish to be on the distribution list, email is regularly utilized to communicate information to parents. It is a parent’s responsibility to read email sent from KinderKidz Learning Center regularly. Policy, closure, and upcoming events are regularly distributed by email.

## **Daily Parent Responsibilities/Opportunities**

There are several daily responsibilities that fall upon the parents that help to make the teachers’ jobs easier, keep the Center running smoothly, and make the children’s experiences more comfortable and enjoyable. There are also opportunities to visit your child, share a birthday, and have special dietary needs/requests accommodated.

1. Parents must use their security access code or badge to enter the center and comply with KinderKidz Learning Center Security Procedures.



## KINDERKIDZ LEARNING CENTER

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2. Parents must check our monthly calendar in the center lobby, your child's folder, and Parent Engagement App on a daily basis for information regarding the Center and your child. Enjoy Milestones, Photos and Videos, Newsletters, Daily Activities, Messaging, Observations, Accident Reports and more.
3. Communicate with your child's teacher(s) daily regarding your child. Inform the teacher(s) of any changes in routine, recent accomplishments, areas of interest, etc. Communication can benefit your child's daily experiences. Daily sheets in the infant/toddler rooms are to be filled out by the parent at drop-off.
4. Parents must sign their children in and out using the check-in kiosk and verbally inform a staff member as to whether the child is arriving or leaving. Please do not leave until your child is actively playing with other children or in the care of a Center staff member.
5. Bring your child to school properly dressed for the outside temperature. Efforts will be made to allow outdoor exercise whenever the weather permits. Open-toed sandals are **NOT** allowed for safety reasons.
6. On the first school day of each week, your child should arrive with a clean, labeled nap blanket and crib sheet (except for the school-agers rooms). A labeled comfort item such as a stuffed animal may also be brought in for naptime if desired.
7. Please mark all items of your child's clothing (including coats, hats, scarves, and rain boots) with indelible ink, sew-on or iron-on, full name, identification labels. If clothing is not marked, it is more likely to get lost. The Center staff is not responsible for lost or misplaced clothing.
8. Your child should always have an extra complete set of weather-appropriate clothing (including underwear and socks). Properly labeled clothes should be placed in the child's cubby. These items will be used in the event of mishaps and should be replaced with clean clothing the day following such an event.
9. Please discourage your child from bringing toys to school except on specified sharing days. It is especially important to exclude gum, jewelry, candy, or other small objects that might cause a tragedy in the wrong hands. If a child brings any of these items, they will be placed in the child's cubby until the end of the day.
10. Please remember that the Center staff cannot give over-the-counter medication to children without a signed waiver from the parents and the child's physician.
11. Please do not bring an ill child to the Center. Children in day care are more susceptible to contagious illnesses because of their exposure to other children. In addition, your consideration in the form of a call to the Center when your child will be absent due to illness, or any other reason will be appreciated.

## KINDERKIDZ LEARNING CENTER

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12. The Center reserves the right to refuse admittance to any child showing signs of illness upon arrival to the Center. The Center should be informed of any contagious diseases contracted by the child. Any child found to be ill during school hours will be isolated (with a staff member in attendance) in an area set aside for that purpose until one of the people designated on the emergency card can be contacted for their pickup. Upon notification, the person will be expected to remove the child from school.
13. Proper immunizations are required of all children enrolled in the Center. Evidence to that effect will be required by the first day of enrollment and re-checked annually.
14. Smoking is not permitted within the Center or on the grounds (within the fences).
15. Parents are always welcome to visit or call about their child(ren) at the Center and may do so at any time during the day.
16. If you would like to have a birthday celebration at the center for your child, you may bring a treat such as cupcakes, cookies or pudding to share with your child's classmates for an afternoon snack. Please note that party favors and gifts are discouraged.
17. Hot table food for lunch will be provided by the Center for those children able to participate. Menus will be posted for parents' information. If your child has special dietary needs, the Center Director and teacher should be notified, and where possible, an alternative menu will be worked out. Parents provide all prepared formula, diapers, wipes, and baby food.
18. Children's supplies **MUST** be provided by parents yearly as listed on the supplies list.

### **Family Events**

The family event committee puts on several major family events each year, which are fun and rewarding, and which build a sense of community. There is a summer picnic, a Holiday Party, and various Holiday celebrations (please see the Center Director or Assistant Director for a schedule of the Holiday celebrations). If you would like to arrange or assist with arranging any of these activities, please contact the Center Director or the Assistant Director.

### **Grievance Procedures for Parents**

The goal of the Center is to provide quality care for the children of KinderKidz Learning Center. Customer satisfaction is one vital measure of the quality of care provided. When a parent has a concern or conflict, it is the intent of the Center to ensure that the parent has a fair and effective method of resolving the issue. The Center is committed to the idea that most concerns arising with the staff, policies, and/or financial matters can be resolved to the mutual satisfaction of all involved parties. To facilitate this process, we ask that parents having any problem or complaint please follow these suggestions in seeking a reasonable solution.



## KINDERKIDZ LEARNING CENTER

1. Talk with the person involved. If the problem is with a staff member, talk with the staff member; if it concerns policy or payments, bring it to the attention of the Center Director or billing department. Often what appears to be a major problem, when clarified, turns out to be a misunderstanding.
  
2. Identify the problem specifically. Find out what events or conditions may have contributed to the incident. It is always easier to solve a problem when the parties know what the problem is.
  
3. If the problem is with a staff member other than the Director and it cannot be resolved one-on-one, make an appointment with the Director to discuss the problem privately. In this meeting, clearly state the problem. Try to be very specific; name of person(s) involved and give the date and circumstances of the event(s) at issue. The Director will discuss the problem with you and decide what action should be taken and will write a summary of the meeting and the actions taken as a result.

### KinderKidz Learning Center Information Center List

Online payment: MyProcure.com

In-Person payment

Employment/Career and Enrollment/Admissions: [Careers - KinderKidz Learning Center \(kinderkidzlc.com\)](http://Careers - KinderKidz Learning Center (kinderkidzlc.com))

<p><b>Manassas</b>          Telephone payment: 703-368-8252          Fax: 703-368-3228          Director's Office: <a href="mailto:Manassas@kinderkidzlc.com"><u>Manassas@kinderkidzlc.com</u></a>          Management E-Mail: <a href="mailto:Info@kinderkidzlc.com"><u>Info@kinderkidzlc.com</u></a></p>	<p><b>Hampton</b>          Telephone payment: 757-902-1903          Fax: 757-964-6682          Director's Office: <a href="mailto:Hampton@kinderkidzlc.com"><u>Hampton@kinderkidzlc.com</u></a>          Management E-Mail: <a href="mailto:Info@kinderkidzlc.com"><u>Info@kinderkidzlc.com</u></a></p>
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### Parents Acknowledgment

I have read and understand each page of KinderKidz Learning Center Policies and Operating Procedures Handbook. I understand that by signing this contract I am bound by its' contents. If I do not abide by these policies, I understand that my child (ren) will not be able to attend KinderKidz Learning Center and services will be terminated. I understand that these policies and fees are subject to change at KinderKidz Learning Center discretion. However, I will be given written notice at least a 15 day (45 days for tuition increases) advance notice of what the new fee is and when the fee changes will occur.

1. Child's Name: \_\_\_\_\_ 2. Child's Name: \_\_\_\_\_  
 3. Child's Name: \_\_\_\_\_ 4. Child's Name: \_\_\_\_\_

Parent's Name: \_\_\_\_\_ Parent's signature: \_\_\_\_\_

Date: \_\_\_\_\_

### KinderKidz Learning Center Policies and Operating Procedures