



# 2019 Family Handbook

Welcome to Kangaroo Clubhouse Early Learning Academy! To facilitate a greater understanding between parents and staff, we have created this handbook. Please read it carefully. It is an outline of policies/procedures and a mutual agreement for parents and/or guardians of children and students who attend Kangaroo Clubhouse. It covers our child care philosophies and business policies. It contains mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party and to make our relationship as enjoyable as possible, The words “our”, “us”, “I”, or “we” refer to the childcare provider. The word “you” or “your” refers to the child’s parents or guardians.

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## **A. Section 1: Facility Information**

### **1. Location & Hours of Operation-** We have 3 convenient Treasure Valley locations:

Kangaroo Clubhouse #1: 210 E. Carol Street Nampa ID 83687. Hours: 6:00 AM to 7:00 PM, M-F

Kangaroo Clubhouse #2: 2 Separate facilities that share a parking lot on Franklin Boulevard:

0-2 Year: 16299 N Franklin Blvd. Nampa, ID 83687. Hours: 6:00 AM-6:30 PM, M-F

3 Year+ : 16281 N. Franklin Blvd. Nampa ID 83687. Hours: 6:00 AM-6:30 PM, M-F

Kangaroo Clubhouse #3: 4511 E Ustick Rd. Caldwell, ID 83651. Hours: 6:00 AM-7:00 PM, M-F

### **2. Holidays Observed & Closures**

We will be closed to observe the following holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Black Friday
- Thanksgiving
- Christmas Eve
- Christmas Day

When a holiday falls on a Saturday or Sunday, we reserve the right to close to observe the holiday either the preceding Friday or the following Monday. We will provide advance written notice of a Friday or Monday closure due to a weekend holiday.

*Please note that tuition rates do not change in the event of a holiday. After extensive research we have found our policy to be consistent with other schools and child day care centers. Because costs remain the same throughout the year, we rely on the posted tuition to meet our expenses. Consequently, we cannot make allowances for any days missed in your regular schedule. For absence & vacation day credits, see the Absence Policy.*

In the event that a center is not adequately staffed due to widespread illness and no substitutes are available, we reserve the right to close the facility. Every attempt will be made to contact and alert families as soon as possible. Families will be refunded at the prorated daily rate for the dates of full-day closures so they may find alternative care.

### **3. Facility Security & Access**

The safety and security of our students are top priorities that we take very seriously. Facilities are equipped with monitored building alarm systems, interior door controller, keyless entry at entry doors with codes for staff and guardians, check-in/out stations with biometric fingerprint ID pads, and classroom and playground live-streaming video access.

Parents and guardians are given individual access codes to enter facilities. Parents who cannot recall the access code must knock or ring the doorbell to gain entrance. Access codes should not be shared with anyone, including children who may share it with others. Additionally, when entering or exiting the center, parents **should not hold the door open for others to enter the center**. The parent or guardian will check the child in and out each day. After checking in, the parent will *accompany the child to the classroom and make verbal contact with a teacher to communicate that the child has arrived*. **Children must not enter the building or classroom alone**. When picking up a child, the parent must make verbal contact with a teacher to communicate that the child is leaving.

**FIRE SAFETY:** We have a written fire evacuation plan posted and practice a fire drill with the children once each month. In addition, we incorporate fire safety curriculum into our program occasionally. Our facility fire sprinkler alarm system and extinguishers are inspected annually.

#### 4. Cleanliness & Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Each facility is outfitted with antimicrobial sanitary dispensers and washer/dryer units. Children's hands are washed before and after meals and after using the restroom. We use disposable paper towels for drying hands, so children do not use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed as well. Hands are frequently washed and sanitized.

Infants sleep in individual cribs used only by them with a clean fitted sheet. We strictly abide by the Safe Sleep law. Beginning around age 2, washable nap mats, sleep sacks, or cots are used. Children's sheets, blankets and pillows are washed weekly (if soiled, they are washed as often as necessary). Children use separate cups, plates, bowls and flatware. High chair trays, tables, etc., are disinfected after each use.

### **B. Section 2: Payment Information**

#### 1. Payment Methods

We accept payments by cash, personal check, debit and credit cards, money orders, cashier checks, and automatic credit/debit or ACH payments.

#### 2. Payment Schedule

Your specific rates will be outlined in your contract. *Payments are to be made prior to services;* you may choose to make one payment on the 1st of the month **OR** two payments: half on the 1<sup>st</sup> of the month and half on the 15<sup>th</sup> of the month. If you need a payment arrangement other than the 1<sup>st</sup> or the 1<sup>st</sup>/15<sup>th</sup>, we will accommodate your specific needs only if you enroll in automatic payments by credit/debit card or ACH (bank draft).

A 3-day grace period is given for payment due dates. Late payments will be assessed to accounts that have not made a payment within 3 days. Late payments are assessed per account, not per child. We reserve the right to unenroll a child and fill the child's spot if payment has not been made within 5 days of due date. If an account makes 2 late payments in a calendar year, that account will be required to be placed on automatic payments via ACH debit or credit payment. Repeated late payments will be grounds for termination.

An account is considered delinquent after 30 days of non-payment and/or noncommunication. We will make all attempts to work out a payment plan before sending a delinquent account to a collection agency but reserve the right to do so in order to collect payment for services provided. If a payment arrangement is made, automatic payments will be required.

#### 3. Fees

**Included in Tuition:** All snacks/homemade family-style meals made fresh daily by on-site cook, curriculum and craft supplies, remote access to the classroom camera in your child's class, transportation to and from school, parent date-night on odd months, parent appreciation day once/month, daily Roo's Brews coffee and tea bar.

**One-Time Registration Fee:** \$75 per child covers the administrative costs of enrollment, purchasing and maintenance of facility sleep sacks/cots, and supplies for your child.

**Family Discount:** Please see your child's facility's tuition table for the family discount.

**Drop-In Fees:** Drop-ins must be pre-approved. Please see your child's facility's tuition table for the drop-in fees. No discounts will be applied to drop-in charges.

**Wellness Fee:** A \$15 fee will be applied to family accounts twice a year per child. This eliminates the need for us to ask families to donate supplies. The wellness fee will go toward Tylenol, Motrin, Kleenex, sunscreen, band aids, Neosporin and more. This fee will be applied on March 1<sup>st</sup> and September 1<sup>st</sup>.

**Debit/Credit Convenience Fee:** We offer the convenience of paying your child's tuition with debit/credit cards. A 2% fee will be charged to cover the cost of card processing fees.

**Late Pick-up Fee:** If a child is picked up after business hours, a fee of \$5 for 1-5 minutes, then \$1 per minute after that will be assessed per child.

**Extra Hours:** Full time rates are based on a 10-hour day; however we do not charge a fee for going over the allotted 10 hours.

**Late Payment/Collection Fees:** There is a 3-day grace period following the agreed-upon payment date(s) for payments to be made. On the 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> day, late fees will be assessed for non-payment at \$10 per day per account, not per child. On the 6<sup>th</sup> day, care may be terminated, and the spot filled. If two late payments are made in a calendar year, we may require your account to enroll in automatic payments or face termination of care.

The maximum late fees that may be posted to your account in one month is \$60.

Accounts with no payments or arrangements for 30 days will be sent to a collection agency. If your account is sent to collections, you will be charged a collection fee of \$50. If you received subsidized care through ICCP and you fail to make your co-pay, you will be sent to collections and will be reported to Health and Welfare.

**Returned Checks:** A \$25 fee will be charged for returned checks as well as any/all fees that may be incurred because of the returned check. If a personal check is returned more than once, your account will be placed on a cash/card only basis. Checks must be dated for the day they are due; no post-dated checks will be accepted.

**Failure to Report Change in Transportation Fee:** Transportation changes must be reported by noon on the day of pick-up. Failure to report these changes will result in a \$20.00 fee since we will assume the child needs to be picked up on the ordinary route.

## 5. Account Statements

At the beginning of every month, we will email you an account statement of the current month's charges. If you'd like a paper copy, please reach out to the director of your child's facility and we will provide one to you.

We will supply you with a year-end summary of all child care/school fees paid during the year for tax purposes. This will be emailed to you by January 31<sup>st</sup> each year. If you'd like a paper copy, please reach out to the director of your child's facility and we will provide one to you.

## **C. Section 3: Enrollment Information**

### **1. Our Child Care Philosophy**

As a child care center provider, it is our goal to provide a safe and happy place for children where they can learn and grow physically, emotionally, intellectually and socially at their own pace. We believe children learn best through play and benefit from a structured yet flexible schedule. Activities will be offered which stimulate sensory motor development, language development, and social interaction. The development of strong self-esteem is also a major goal. Children will be taught to respect each other, adults, property and themselves.

### **2. Communication**

We want you to be comfortable coming to us with questions and concerns. We also want to openly share any concerns or questions that may arise. Information about a child's life such as changes in routine, special events or activities, death, divorce, separation, moving, visitors, medical problems, etc., can be important in understanding a child's behavior, feelings and well-being and should be exchanged between parent and provider. Sensitive issues should be discussed in private outside of childcare hours by telephone or conference. You are encouraged to call us anytime between the hours of 7:30am and 6:30pm. If you call during the day, please be aware that we may be busy with the children and may not be able to discuss your issue or concern at that time. We will call you back as soon as possible. Conferences with your Center's Director may be requested at any time.

We publish a monthly newsletter that contains information about activities we are doing, curriculum themes or events that are happening. Parents are always welcome to contribute to our newsletter, please feel free to contact your center's director or leave suggestions and comments in the drop boxes at any location. **We are looking forward to a terrific relationship with you and your child!**

### **3. Open Door Policy**

We maintain an open-door policy for parents. This means that you are always welcome to call or drop in to see your children at any time during the regular childcare hours. You are required to let us know of your presence before entering the premises by checking in with staff. We would appreciate your taking into consideration our schedule when dropping in or calling and remember visitors usually cause children to react in an excited manner that does not normally occur when we are alone with the children. Please visit outside of rest time hours since it is hard for children to rest when a visitor is here.

### **4. Curriculum**

We teach a curriculum created by an early elementary education graduate. It's aligned with the state of Idaho's Early Learning Guidelines. You can be confident your child is learning the foundational skills that will help him or her thrive and that are developmentally-appropriate for his or her age.

Curriculum is taught according to these age groups: Infant (3-18 months), Toddler (18 months-2 ½ years), Preschool/Pre-Kindergarten (2 ½ years-5 years), Kindergarten (5-6 years) Skills children will learn are: social-emotional, physical & motor, language & literacy, math &

reasoning, science, social studies, creative arts, second languageCore teaching tools include: letters & phonics, concepts of print & reading comprehension, communication and vocabulary, emergent writing, counting & numbers concepts, reasoning & logic, music & movement, STEAM stations & experiments, and creative thinking & artistic expression. To learn more about our curriculum, you will find it at kangarooclubhouse.com.

## **5. Enrollment Status**

Upon enrollment you will be asked to sign a contract containing your family's tuition rate agreement as well as any other fees that may be charged to you. Your child's specific schedule, days and hours will be outlined in this agreement.

We require a 2 week notice to any schedule change be submitted in writing. Provided proper notice and the availability of open spots, we are happy to make changes for you. Please submit all changes in writing. We reserve the right to terminate contract if new hours will not work for the facility.

To accommodate families, we offer enrollment options including full time and part time. Days agreed upon may not be traded or switched out for other days or rolled over to another week. Additional days attended outside of contracted days will result in an additional charge and requires 24-hour notice. If you fail to give proper notice of a requested schedule change and bring your children on a non-scheduled day you will be charged a drop-in fee.

We do accept children for drop-in care if there is space available on your child's non-scheduled days. For drop-in care, you will need to communicate ahead of time to check on availability of space. If you tell us that you will not be bringing your child on their scheduled day, there is a chance we may fill your child's spot for the day. Therefore, we require a 24-hour notice if you change your mind and need to bring your child for that day. If you want care on one of your unscheduled days, please call to check with us and we will do our best to accommodate you. The 24-hour notice also gives us time to adjust our menu accordingly.

Paying your tuition ensures your child's spot in our facility. It is not always possible to fill spots on short notice (you are paying for your child's spot reserved just for them!) Because our costs remain the same throughout the year, we rely on the posted tuition to be paid in order to meet our expenses. We reserve the right to unenroll a child and fill the child's spot if payment has not been made within 5 days of due date. All rates vary depending on the number of your contracted days and hours and are subject to change with a 2-week notice.

## **6. Probation Period**

A two-week probationary period is given to allow parents or provider to change their mind about whether the childcare arrangement is going to work. There will be no penalties if either party terminates care during probation period; however, registration fees and tuition for time attended will not be refunded. After the probation period, a two-week written notice is required by either party to terminate the agreement (see Termination Agreement).

## **7. Absence Policy**

After 6 months of consecutive enrollment and no late payments, each family will earn 5 vacation days and 5 sick days per child. Vacation days and sick days are earned yearly. Credit

amounts are \$20/day for the first child and \$15/day for siblings.

If you would like to use a sick day *you must call in by 9am* to let us know your child will not be attending or you will not be credited. If you would like to use your vacation/sick days, you must submit it in writing at least 2 weeks in advance or your days will not be credited since a place has been reserved for each child that cannot be filled on a short-term basis.

Vacation may be broken into various day increments and may only be used when the child is not physically attending the center. Unused vacation time will be forfeited. Vacation time may not be used toward your final two weeks of childcare nor may they be applied to any outstanding childcare debts you may owe such as late pick up fees, or late payment fees, etc. A record of your current available vacation/sick days will be kept in your family folder.

### **8. Clocking In and Out**

Clocking your child in and out is a requirement. It is your responsibility as the parent/guardian to check your child in/out using the touch screen at the check-in counter. This system ensures the safety of your child and managing classroom attendance. If you do not sign in or out you will be given one warning, then you will be charged a \$5.00 fee each time it is not done.

### **9. Arrivals & Departures**

Children are to arrive clean and fed (unless arriving at a meal time). It is normal for some children to have difficulty separating from their parents, or cry when being dropped off. Please be very brief during drop off times; the longer you prolong the departure the harder it is. A smile, cheerful goodbye kiss and a reassuring word that you will be back are all that is needed.

In our experience children are nearly always quick to get involved in play or activities as soon as parents are gone. You are welcome to listen at the door to make sure they are okay and playing happily. During arrivals and departures, we expect you to back up our rules, but if you do not we will remind your child that their behavior is inappropriate and act to correct if needed. Please be in control of your child during these times.

If it is necessary to drop off or pick up during quiet time, preschool class time or snack time please be as quiet and brief as possible. Children who arrive during quiet time will be expected to remain quiet (they may play/read quietly) until quiet time is over, so that others will not be disrupted from their naps.

Do not allow your child to run out to your car while you are still inside. The safety rule is “no one goes outside without their parents with them.” We work very hard teaching the children to not touch the exit doors buttons. This should only be done by adults.

Drop-off and pick-up times are not good times to discuss problems, little ears and minds hear and understand everything. We are not comfortable discussing children in the presence of anyone except their parents. Topics that concern day to day events or light-hearted discussions are fine. If you need to speak to us, please call during the day.

We transport to several schools in the area. To get the kids to school on time, transport vans need to leave at a certain time. Times vary depending on which schools we are going to that day. You will be notified of specific drop off times so that your child will have time to eat

breakfast and be on time to school. If you are late dropping off your child and the transport van has already left, you will be responsible for taking your child to school.

Normal procedure is to release the child to only his/her parents or someone else designated by the parents. If someone other than the parent is to pick up the child, please notify the director ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If that person is not on that list, we must have written permission to release your child.

Please inform emergency contacts or people designated to pick up your child that if staff does not know them **they will ask for photo identification**. We do not mean to offend them, *this is simply a measure taken for your child's protection*. We must assume that both parents have the right to pick up your child, unless you provide a copy of a court order stating otherwise. We will need to discuss how we should handle the non-custodial parent who arrives to pick up your child. *Without a copy of the court order we cannot refuse a parent*. If we have a court order and a non-custodial parent tries to pick up the child, we will immediately contact the custodial parent. If the non-custodial parent leaves with the child, we will immediately call the police and report the situation. We will not place the other children at risk in a confrontation with the non-custodial parent.

It is very important to us that your child arrives home safely. Therefore, if the person who arrives to pick up your child appears intoxicated or otherwise incapable of bringing your child home safely, we will call the parent or emergency contact person listed on registration to request their assistance. If the situation occurs again, it will be grounds for termination.

### **10. Alternate Drop-Off or Pick-Up**

Parents and guardians may authorize other people to drop off or pick up a child. A child will be released only to persons listed on the authorization form. Parents will inform the director and classroom teacher of the days the alternate person will drop off or pick up the child. The alternate person will show identification at the front desk and sign in before proceeding to the classrooms. The alternate person will identify him/herself to the classroom teachers.

### **11. Supplies**

You are not required to bring supplies such as sunscreen, Motrin, Neosporin, Tylenol, band aids, Neosporin. We charge a \$15 Wellness Fee twice a year to fill our stock of these sort of supplies. If you would like to supply these types of item only for your child's cubby/diaper bag, let your teacher know.

If your child is in diapers, you are responsible for supplying diapers, a full change of clothing appropriate for the weather (including socks and underwear), and wipes. It's the parent's responsibility to bring diapers and a 500-count package of baby wipes to your child's teacher by the 5<sup>th</sup> of every month. You may also bring a diaper bag daily with all the supplies in it. Your child's teacher will inform you if items need to be restocked during the month to avoid a fee. If wipes are not delivered to your child's teacher, a \$12.50 Wipes Convenience Fee will be added to your account. If diapers are provided for your child, a \$0.50 per diaper fee will be added to your account.

Soiled clothing will be sent home and a clean change of clothes should be brought back the next day. We may request certain things at different times of the year such as boots or snowsuits. All clothing items should be labeled with your child's initials. Please keep in mind that if you do not bring a needed item, it may prevent your child from going outside.

### **12. Personal Belongings**

No toys should be brought from home. Little ones have a difficult time sharing with others and it is even harder with their own special toys. The only exception to this rule is "show and tell" day or other special activity days. If toys are brought on a day that there is no show and tell or other special activity it will be taken by a teacher and sent home with parent upon pick up. We are not responsible for any loss or breakage of your child's personal items. All personal items must be clearly marked with the child's name.

### **13. Parental Involvement**

There will be times and ways you can get involved in your child's care experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to get involved are: chaperoning field trips, lending objects for units of study, coming into the center to teach the children about your job(kids love this), helping your child at home with the concepts we are studying, helping your child prepare for show and tell, helping to provide treats or other items for parties, and doing homework worksheets together (we have found the kids enjoy doing it with parents at home then bringing it in to turn in to their teacher).

### **14. Referrals**

Referrals from a current client are one of the biggest compliments we can receive. As a special thank you, Kangaroo Clubhouse offers families \$25.00 credit for each referral that enrolls. Your credit will be deducted from your account after the referred child has attended for 4 weeks. Please let the facility director know so that the credit may be applied to your account.

### **15. Toilet Training**

Toilet training will be done in a relaxed manner with the cooperation of the family. If you're ready for your child to begin potty training, we too will begin training your child. In addition, your child must have 2 complete changes of clothing (don't forget the socks!). The best items are shorts and pants with elastic waists or dresses. Try to avoid tight clothing, pants with snaps, zippers, belts, overalls, and onesies.

We ask that you begin toilet training at home during a weekend or vacation. We will follow through and encourage your child while in our care. When a child is ready, the process should go quickly. Your child's readiness is something we can discuss--consistency between us will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience.

### **16. Specialized Care**

We do our very best to accommodate the needs of every family and individual child. Kangaroo Clubhouse is not staffed or trained to give one-on-one specialized care and/or therapy to children with behavioral conditions.

## **D. Section 4: Medical Policies**

### **1. Child Illness Policy**

Under no circumstances will parents be allowed to bring a sick child to daycare or preschool. Sick children expose other children and staff and want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to child care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced.

Your child will not be accepted into childcare if he/she has had any of the following symptoms listed below within the last 24 hours. A sick child should be allowed to fully recover after an illness so that other children in the group do not risk exposure and so that the child is able to fully participate in childcare activities. If you are unable to remain at home with your sick child, it will be necessary for you to make other child care arrangements at your own expense.

Parents must notify staff about illness as soon as possible so that we can notify other parents and begin extra cleaning procedures in the facility. The following illness policies will be strictly enforced for the health, well-being, and safety of all concerned:

#### **Child must be excluded from daycare if any of the following occur:**

- Temperature of 100.4 degrees orally or axillary or higher (teething does not count)
- Sore throat (severe)
- Severe cold with yellow-green discharge
- Drainage from ears
- Skin lesions (impetigo, ringworm, and scabies)
- Diarrhea (two or more loose, watery stools per day for two consecutive days unless it is caused from an antibiotic or teething)
- Fainting or seizures or general signs of listlessness, weakened, drowsiness, flushed face, headache, or stiff neck.
- Mouth sores with drooling, unless a healthcare provider determines the condition is noninfectious
- Any specific signs and symptoms of a communicable disease to which the child has been exposed.
- Skin rash other than mild diaper rash
- Lice or eggs
- Vomiting, upset stomach- more than usual infant "spit up"
- Purulent conjunctivitis (defined as pink eye or red conjunctiva with white or yellow eye discharge) until 24 hours after treatment has been initiated.
- Strep throat or other streptococcal infection until 24 hours after initial antibiotic treatment and cessation of fever.

#### **Child may be readmitted:**

- After free of fever for 24 hours
- All discharge from eye has ceased
- After free of lice and nits-including all dead eggs
- After skin sores are dry and crusted
- Free of upset stomach and vomiting for 24 hours
- Free of diarrhea for 24 hours
- Free of all other symptoms or with a written doctor's note.

#### **If your child becomes ill while in our care:**

- If a child exhibits a fever between 99-100.3 degrees, the parent/guardian will be notified, and the child will be closely monitored.
- If fever reaches 100.4 degrees or above, the child will be administered Tylenol if it has been approved and the parent/guardian will be notified to come pick up the child from daycare. He/she will be isolated from the other children and given special attention and comfort until you arrive.
- If a child has diarrhea three or more times within the span of two hours, the parent/guardian will be notified to come pick up the child from daycare and the child will be closely monitored until pickup.

You are **required** to pick up your child within 60 minutes of notification.

If you cannot be reached, then your emergency contact will be called. We reserve the right to determine when a child should be sent home due to illness. The parent/guardian will receive a "Sent Home Sick" form detailing the child's illness throughout the day.

**Children may return to our center 24 hours after symptoms of illness end or with written authorization from your doctor stating the diagnosis and when the child may return to daycare.**

## 2. Medications

Prescription and OTC medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their *original containers*. A new medication form will be required for each prescription and OTC medication brought into our facility. Prescription medication must have original pharmacy label attached. We will not exceed the manufacturer's recommended dosage unless there is a written doctor's order in place. There will be NO EXCEPTIONS to this rule.

## 3. First Aid

The staff at Kangaroo Clubhouse is trained in First Aid and will administer as needed to each child that attends our facility when necessary. We include a waiver that is signed by each parent to be included in your registration packet. If you do not wish for us to administer basic first aid to your child, please do not sign and let the director know. Basic first aid includes cleaning a wound, applying proper ointment to a cut, rash, or burn, and applying a bandage when necessary among other basic needs. We will always inform parents at time of pick up what first aid was administered and the reason. A phone call to the parent/guardian during the day will only be made if the child needs medical attention.

## 4. Medical Emergencies

In case of EMERGENCY we will administer first aid. The local police department or paramedic unit will be called, and your child will be transported to the hospital designated on your emergency transportation authorization form. You will be notified immediately. If an ambulance is called to transport your child the cost of the ambulance will be your responsibility. You are responsible for all costs involved in emergency medical treatment including emergency transportation if required. The owners, directors and employees of Kangaroo Clubhouse or our families will not be held liable for any sickness or injury of either

parent/guardian or child while on these premises or while the child is in the care of our self or staff member during field trips or outings.

## 5. Allergies

In the case of any sensitivity/allergy, it is **required** to inform the center director and the child's teacher. If your child has a severe allergy, it will be required to provide a doctor's note. In the case your child has a food sensitivity, we can provide substitutes at snack/meal times. In the case of a severe food allergy and a necessary modified diet, we require a doctor's note. Depending on the severity of any food allergy, the parent/guardian may be required to supply snacks/meals for your child to eliminate the risk of cross-contamination.

## 6. Sun Safety

Playing outdoors is an important part of a growing child's physical, mental, and social health. However, too much exposure to the sun's dangerous UV rays during early childhood can greatly increase a child's risk of developing skin cancer later in life. Staff will encourage children to use sun-protective clothing when playing outdoors such as wide-brimmed hats, broad-spectrum sunglasses, long pants/long shorts and long-sleeved/sleeved shirts. Ten to thirty minutes prior to allowing children to play outdoors sunscreen will be applied. Sunscreen is supplied by us.

## E. Section 5: Facility Schedule

### 1. Daily Schedule

Infants, toddlers, and young children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow smoothly, allowing children to anticipate coming events and aids in achieving a variety of goals. We do our very best to stick to a written schedule, keeping in mind that anything can happen when children are involved. There will be times when we must adjust the schedule. We appreciate if you consider our schedule when picking up or dropping off your children. For example, if you arrive after breakfast, please be sure your child is fed. We serve our meals at the same time daily and only cook for as many kids as there are before meal time. It is better if arrivals and departures do not occur during quiet time but when they do please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over. Our daily schedule is as follows:

- 8:00-8:30am Breakfast
- 9:00am-10:00am Preschool
- 10:00am-10:15am Snack
- 10:15am-11:00am Preschool/Circle Time/ Learning Activities
- 11:15am-11:45am Free play/PE
- 12:00-12:30pm Lunch
- 12:30pm-1:00pm Free play/activity
- 1:00pm-3:00pm Nap/Quiet time
- 3:00pm-3:15pm Snack
- 3:15pm-6:30pm Homework Club/Outdoor Play/Craft time

### 2. Naps & Quiet Time

All children are required to lie down for a rest period in the afternoon, resting, reading, napping or playing quietly. Rest time gives everyone a much-needed break during the day. Without rest time some children are argumentative in the afternoon, short tempered with others and not happy when they go

home in the evening. Naptime is an opportunity for teachers to take a break, clean up after lunch, do paperwork, fill out daily reports and do activity planning. We provide child size blankets and nap mats, sleep sacks, or cots depending on the facility or classroom. If your child has a special blanket or pillow they sleep with, please bring it to be left in their cubby.

We ask that you please avoid picking up or dropping off your child during naptime, as it disturbs the other children's rest period. Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months children usually drop down to one nap per day, at this time we will attempt to put them on the scheduled nap/rest period.

### **3. Meal Times**

Nutritious meals will be served to all children. This includes breakfast, snacks, and lunch. This is included in the cost of each child's tuition. We have set meal times; menus for the week are posted in the lobby. You are responsible for feeding your child if he/she will arrive at the center after a mealtime.

Each facility's cook prepares fresh snacks and family-style meals daily. Family style dining expands fine motor skills as children serve themselves, learn to hold flatware, and pour their own beverages. Children learn cooperation and social skills as they practice patience by sharing, passing platters, taking turns and using manners.

You may bring breast milk in labeled baggies. Infants are always fed on demand. Written feeding instructions are required from parents of infants including type of food or formula, as well as amounts and feeding times.

Except for special occasions and when requested please do not send any food, drink (including in a sippy cup), or candy with your child. We believe meal time should be a pleasant time; therefore, children are always offered food but are not forced to eat it. We encourage each child to try one or two bites of everything and they must eat a little of everything before given seconds of anything. Sometimes they are surprised by what they like! If a child refuses to eat their meal there will be no food served until the next designated meal/snack time.

We provide all necessary food and beverages throughout the day. Outside food is prohibited without director permission.

## **F. Section 6: Facility Activities**

### **1. Parent Night**

We offer a parent's night out the 3<sup>rd</sup> Friday of each month from 7:00-10:30 PM. Odd months will be free to parents, and even months will be paid at \$10/child or \$25/family. Payment must be dropped off when you drop your child(ren) off. Dates & times will be posted in the newsletter and on sign-up sheets at each location. We usually have a themed party with crafts and games. We provide dinner and a treat. At around 8:45 we all lay down for a movie until parents arrive. Accounts must be current for children to attend parent night.

### **2. Field Trips**

Occasionally we may have an opportunity to take a field trip. It is not required that your child attends any field trips. All children will be placed in safety approved car seats as required by state law. You may be requested to provide a car seat for the day and/or pay any fees associated with the trip. You will be required to sign a permission slip that the field trip instructor will carry as well as a transport van agreement. They will also carry copies of the emergency forms with a picture of each child attached. In

the event of an emergency away from the childcare center, you will be immediately notified.

### **3. Birthday & Holiday Celebrations**

Parents are welcome to send treats to share with their child's class for birthdays or special occasions. Please be aware that there **may be strict allergies in some classrooms**. Inform the teacher of the treat you will be bringing so they can determine if it is appropriate for any allergy issues. Parents are always welcome to come be a part of the celebration. If a celebration is to happen away from school and the entire class is not invited, please give invitations to your child's teacher so they can help hand them out without causing hurt feelings.

We celebrate and discuss Thanksgiving, Christmas and Easter. From time to time there may be a Christmas program or a related activity. Please let us know if you prefer your child to not be included in these types of activities and we will do our best to accommodate you.

### **4. New Year's Sleepover**

We open the facilities overnight for a sleepover New Year's Eve for an extra charge. We provide snacks, fun activities and breakfast. Details will be posted prior to events at each location. If there are not enough children signed up for an event, we will not hold the sleepover.

## **G. Section 7: Accident/Discipline Policies**

### **1. Discipline Policy**

Our philosophy is that you use discipline to teach a child. We achieve this through love, consistency and firmness. We stress two main patterns of behavior: respect for other people and yourself and respect for property.

Please keep in mind that there WILL be disagreements between children. Young children, especially children who are not adept at communication have a hard time expressing their feelings. Sometimes they hit or throw toys, bite, use bad words, etc. Although teaching children appropriate behavior is what we will be doing, remember that this behavior is normal in most cases. If we feel there is a chronic behavioral issue that needs attention, we will let you know so that we are both addressing it in the same way and your child has continuity in discipline between home and daycare.

Together we will try to find a solution. Your child will receive a verbal warning for the 1st offense, a time out for the 2nd, and a letter sent home or a phone call to mom or dad. You may be called to remove your child if his or her behavior prevents us from being able to properly care for other children or if he/she brings harm to other children or staff. If the problem continues other arrangements for the care of the child will have to be made for the safety and well-being of all. Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, or name calling. Food nor sleep will ever be withheld from children as a means of punishment.

Staff will also make other attempts to redirect a child's behavior such as: a distraction away from the activity that is not desired by attracting the child with a better choice, giving the child the opportunity to make the right choice or helping by making suggestions.

Time out will be used as a last resort and be in a supervised area. Time out will not exceed 1 minute per year of the child's age (ex. 4-year-old= 4-minute time out). After timeout is up, a recap of why timeout was given will be discussed with the child, as well as what the proper choice should have been, followed by a hug. Finally, apologies will be made.

As the childcare provider we have a responsibility by law to recognize and report any evidence of child

abuse, physical or emotional or neglect.

## **2. Incident/Accident Reports**

We document every incident and notify parents/guardians. An incident is defined as any verbal and/or physical assault on another child or a staff member.

Should your child be involved in an incident/accident during the school day, a staff member will complete an Incident/Accident Report. Parents or persons designated to act “in loco parentis” are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the facility during the day. Should a person other than the parent or one designated to act “in loco parentis” pick-up the child, a parent or person designated to act “in loco parentis” must sign the Incident/Accident Report and return a copy to the center director within 24 hours. Failure to sign and return an Incident/Accident in this time will result in your child’s exclusion from the program until the report is returned signed.

The staff may not discuss with either parent of the identity of the other child involved in an incident with your child. The child’s identity will be kept confidential and won’t be disclosed.

## **3. Behavior Contract**

Behavior reports are given as a last resort when a child exhibits ongoing behavioral issues and will not respond to redirection or discipline. A behavior contract is necessary when a classroom is unable to function any longer due to the behavior or other students/staff are being exposed to verbal or physical harm. It is our goal to work together with the family to find a solution between home and daycare to improve behavior. A behavior contract can span anywhere from two to four weeks depending on the severity of the behavior. It will summarize the reason for contract and, with help from the family, list goals and ideas to improve the child’s behavior. The following policy applies:

- 1<sup>st</sup> report: we will have a verbal meeting with the parent/guardian.
- 2<sup>nd</sup> report: the director will set up a sit-down meeting with parent/guardian.
- 3<sup>rd</sup> report: We reserve the right to terminate care.

## **4. Biting**

We recognize that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom.

Parents are expected to work with staff to identify methods and strategies to curb this behavior. Parents will be notified by incident/accident report that a biting incident occurred during the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This

information is confidential and cannot be disclosed. The staff of Kangaroo Clubhouse cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

## H. Section 8: Termination Agreement

We appreciate as much notice as possible when you withdraw and will give the same courtesy in return. You are required to give two weeks written notice when you decide to terminate childcare. The two weeks will be posted to your account, regardless of whether your child is in attendance. You may pay two weeks fees in lieu of two-week notice.

If Kangaroo Clubhouse chooses to terminate care, the remaining days paid for that were not used will be issued as a refund check to the family and mailed via USPS. We reserve the right to terminate care for the following reasons, but not limited to:

- Failure to pay
- Repeated late payments
- Failure to complete required forms
- Lack of parental cooperation
- Physical or verbal abuse of any person or property
- Threats of physical abuse
- Non-compliance with handbook regulations
- Serious illness of child or provider
- False verbal or written information given by parent
- Excessive late pick ups
- Excessive biting
- Excessive aggressive behavior
- 3 behavior reports for related incidents
- Open-carrying or displaying weapons inside the child care facility

## I. Section 9: Other Policies

1. **Weapons** are prohibited on any company property owned, leased or controlled by Kangaroo Clubhouse. Regardless of whether an individual possesses a concealed weapons permit (CCW) or is allowed by law to possess a weapon, weapons are prohibited on any company property. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

### 2. Recruitment of our Staff

We invest a considerable amount of time and resources toward the hiring, training and development of our teaching staff. The relationships our teachers develop with you and our children are the cornerstone for our success. We take great pride in our staff's performance and commitment to early childhood education. From time to time families have solicited some of our staff to provide child care services during our regular business hours which conflict with their ability to continue to work for us. For these reasons any family who recruits one of our staff to provide child care related services will be assessed a \$500.00 placement fee. However, we do encourage you to use our staff as weekend and evening sitters, as we are not open past 7:30 or on weekends. We appreciate your understanding and cooperation with this issue.