



Welcome to Kangaroo 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 Academy. It covers our 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

609 15th Ave N. Nampa ID 83687. Hours: 6:00 AM to 7:00 PM, Monday - Friday

2. Holidays Observed & Closures

We will be closed to observe the following holidays:

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

**Please note that tuition is contract billed regardless of attendance or closures. Holiday closures, teacher in-service days and emergency closures are factored into our tuition rates. After 6 months of consecutive enrollment and no late/returned payments, each family will earn 5 vacation days and 5 sick days per child. For absence & vacation day credits, see the Absence Policy.*

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. Advance written notice will be provided in the case of a Friday or Monday closure due to a weekend holiday.

We observe 4 teacher in-service days per year. One day every quarter, we will close to implement meaningful professional development. We use these days to team-build, learn new strategies that have a direct impact on students, and map out the next 3 months of classroom curriculum & activities.

*In the event of an **emergency closure** such as inclement weather, utility outage, illness, etc., Kangaroo Academy may close up to 5 consecutive days before there will be adjustments to tuition. Adjustments will be made at the discretion of Kangaroo Academy. Every attempt will be made to contact and alert families as soon as possible by phone and email in the event of an emergency closure.*

3. Facility Security & Access

The safety and security of our students are top priorities that we take very seriously. Facilities are equipped with monitored alarm systems, interior door controller, keyless entry at entry doors with codes for staff and guardians.

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 facility**. 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 systems and extinguishers are inspected annually.

4. Cleanliness & Hygiene

We strive to maintain strict cleanliness and hygiene standards. Each facility is outfitted with sanitary dispensers and washer/dryer units. Every classroom is outfitted with a sink to maintain a high standard of hygiene throughout the day. We use disposable paper towels for drying hands.

B. Section 2: Payment Information

1. Payment Methods

We require automatic payments upon online registration.

2. Payment Schedule

Your specific rates will be outlined in your contract. *Payments are to be made prior to services.*

Payment is due on the 1st of the month **OR** two payments: half on the 1st of the month and half on the 15th of the month. If you need a payment arrangement other than the 1st or the 1st/15th, accommodations may be made at our discretion.

In the case of a returned/late payment, a 3-day grace period applies. Late payments will be assessed to accounts that have not made a payment by the 3rd/17th. 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. Repeated late/returned 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 for a delinquent balance, automatic payments are required.

3. Fees

One-Time Registration Fee: \$75 per child covers the administrative costs of enrollment and supplies for your child.

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 1st and September 1st.

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 and \$0.40 per ACH transaction.

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 or Returned Payment/Collection Fees: There is a 3-day grace period for payment due dates. On the 4th, 5th, and 6th day after any payment due date, late fees will be assessed for non-payment at \$10 per day per account, not per child. On the 6th day, care may be terminated, and the spot filled. If two late payments are made in a calendar year, we may choose to terminate care.

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

Accounts with no payments or arrangements for 30 days will be sent to a collection agency. If an account is sent to collections, there will be a collection fee of \$50. If an account receives subsidized care through ICCP and there is failure to make the co-pay, the account 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.

2. Account Statements

At the beginning of every month, you will receive and emailed account statement of the current month's charges. If you would 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 childcare/school fees paid during the year for tax purposes. This will be emailed to you by January 31st each year. If you would 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 Philosophy

As a childcare provider, it is our goal to provide a safe and happy place where every school-aged child can grow physically, emotionally, intellectually, and socially at their own pace. We believe in play-based learning and the benefits from a structured yet flexible schedule. Activities will be offered which stimulate sensory motor development, language development and social interaction. Students will work on development of strong self-esteem and respect for 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 by telephone or conference. You are encouraged to call us anytime between the hours of 8:00 am and 6:30 pm. 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 the facility Director may be requested at any time.

We publish a monthly newsletter that contains information about activities we are doing, class 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 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.

4. Inclusion Policy – Built on the principles of access, participation, and support

We welcome children of all abilities into our program. Indoor and outdoor areas are arranged so all children can move and make decisions based on their abilities, interests, and needs. We make changes to our daily program to meet the needs of each child. We provide developmentally appropriate group experiences for all children and encourage the socialization of every child with peers. We use program approaches that best meet the needs of each child and their family. We value input from parents and encourage them to be a part of the decision-making process for their child. We will work with parents and early intervention professionals who have knowledge and expertise to share with each other. We are committed to learning more about full inclusion as a part of our annual training plan. Our staff will work as a team with parents and other professionals to develop, carry out and review individual education plans (IEP) for children with additional support needs.

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.

We offer the same enrollment options, including full time and part time days/hours, to every family. 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.

7. 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).

8. 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.

9. 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. 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.

10. Arrivals & Departures

Children are to arrive clean and fed (unless arriving at a mealtime). 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, 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.

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 extremely 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 about an issue or concern, please call during the day.

We transport to several schools in the area. To get the kids to school on time, transport vehicles 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 a 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 especially 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.

11. 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 check-in area before proceeding to the classroom. The alternate person will identify him/herself to the classroom teachers.

12. 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, let your teacher know.

In the case that it is cold outside or rain/snow is expected, your child should arrive with weather-appropriate clothing, like a coat, mittens, or snow boots. Please keep in mind that if you do not send your child with weather-appropriate clothing, it may prevent your child from going outside for recess.

13. Personal Belongings

No toys or personal belongings should be brought from home. Children have a difficult time sharing with others and it is even harder with their own special items. 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.

14. 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 facility to teach the children about your job, helping your child prepare for show and tell, and helping to provide treats or other items for parties.

15. Referrals

Referrals from a current client are one of the biggest compliments we can receive. As a special thank you, Kangaroo Clubhouse offers referring 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 we are aware a credit should be applied to your account.

16. Confidentiality Policy

For the purpose of confidentiality, Kangaroo Clubhouse will not share or discuss any information about your child outside of our staff without your written consent. Your child's information is kept in their confidential file and is available for your review upon request. If you do wish to share your child's information with other professionals, you may request a copy of their file at any time. Also, to protect your child's confidentiality, teachers are required to sign a Confidentiality Covenant.

17. Specialized Care

We do our absolute best to accommodate the needs of every family and child. We are dedicated to adapting to create an inclusive classroom environment where every child has the ability to participate, however, we are not staffed or trained to give one-on-one specialized care and/or therapy to children. We welcome assigned one-on-one support personnel in our classrooms so children who require additional support can thrive at Kangaroo Academy

18. Recruitment Policy

We invest a considerable amount of time and resources toward the hiring, training, and development of



our staff. The relationships our teachers develop with families and children are the cornerstone for our success. We take great pride in our staff's commitment to elementary education. From time to time families have solicited some of our staff to provide childcare 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 childcare 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 6:30 on weekends. We appreciate your understanding and cooperation with this issue.

19. Immunization Policy

Upon enrollment, we verify vaccination records through IRIS, Idaho's Immunization Reminder Information System. We accept Idaho Immunization Requirement Exemption forms.

D. Section 4: Safety Policies

1. Child Illness Policy

Under no circumstances will parents be allowed to bring a sick child to Kangaroo Academy. 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 returned to our 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 class 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 class activities. If you are unable to remain at home with your sick child, it will be necessary for you to make other 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)
- Any specific signs/symptoms of a communicable disease to which the child has been exposed.
- Severe cold, runny nose with yellow-green discharge
- Skin rash other than mild diaper rash
- Drainage from ears
- Lice or eggs
- Skin lesions (impetigo, ringworm, and scabies)
- Vomiting, upset stomach
- Diarrhea (two or more loose, watery stools per day for two consecutive days unless it is caused from an antibiotic)
- 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
- 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.

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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 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

Staff 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. Child Abuse and Neglect Prevention Policy

Childcare providers are in a unique position to recognize victimized children. Because of this, we are legally mandated reporters of child abuse and neglect. Annually, all staff members review the guidelines for recognizing child abuse. To prevent child abuse and neglect, our program has the following policies:

- a) Enhanced background checks required for every staff member before first day of employment.
- b) Classrooms are designed to avoid hidden and secluded areas.
- c) Make sure interactions between children & staff can be observed and interrupted.
- d) Use proper names for body parts.
- e) Never force children to give affection.
- f) Tell children if they have a question about someone's behavior, the best thing is to ask about it.
- g) Explain that secrets can be harmful.
- h) Develop positive, non-judgmental relationship with parents.
- i) Be alert to signs of stress in parents and struggles in the parent-child interaction.
- j) Regular communication with parents concerning a child's progress.
- k) Provide education including offering tips for specific challenges.
- l) Provide opportunities for parents to become involved in their child's care.
- m) Provide information about community resources.
- n) Model developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with teachers.
- o) Provide an atmosphere for parents to share their experiences and develop support systems.

A report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. In Idaho, Child Protective Services is responsible for that determination. **These strategies are part of our sexual abuse prevention plan.**

6. 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/mealtimes. 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.

7. 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 Kangaroo Academy.

8. Weapons Policy

Weapons are prohibited on any company property owned, leased, or controlled by Kangaroo Clubhouse or Kangaroo Academy. 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.



E. Section 5: Facility Schedule

1. Daily Schedule

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 absolute 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 mealtime. A sample of a classroom's daily schedule is as follows: (schedule/subjects may vary based on grade level. This is just an example)

- 6 – 7:30 am: drop off / free
- 7:30 – 8:00 am: recess
- 8 – 8:30 am: breakfast
- 8:30 – 10 am: class (math, science)
- 10 – 10:30 am: recess
- 10:30 – 11 am: music, art, or drama
- 11 – 12 pm: class (language arts)
- 12 – 12:30 pm: lunch
- 12:30 – 1 pm: recess
- 1 – 2 pm: class (history, reading)
- 2 – 2:30 P.E.
- 2:30 – 3 pm: class (any remaining schoolwork left or structured activities)
- 3 – 3:15 pm: snack
- 3:15 – 4 pm: recess
- 4 – 6 pm: structured free play, learning games, reading

2. Mealtimes

Nutritious meals will be served to every child. This includes breakfast, snacks, and lunch. This is included in the cost of each child's tuition. We have set mealtimes; menus for the month 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 kitchen manager prepares fresh snacks and meals daily.

Except for special occasions and when requested please do not send any food, drink, or candy with your child. We believe mealtime should be a pleasant time; therefore, children are always offered food but are not forced to eat. We encourage each child to try one or two bites of everything before being given seconds, but seconds will not be withheld if they do not want to try each portion. If a child refuses to eat their meal, there will be no food served until the next designated meal/snack time. Food or drink is never withheld.

We provide all necessary food and beverages throughout the day. Outside food is prohibited without director permission. Boxed lunches/snacks from home may be approved but tuition will not be adjusted.

F. Section 6: Facility Activities

1. Field Trips

Occasionally we may have an opportunity to take a field trip. It is not required that your child attends any field trips, but all children are welcome to sign up. All children will be placed in safety approved car seats/boosters 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. We will make any necessary transportation arrangements, so every child is included to be able to attend field trips.

2. 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.

3. Home School & Online School Disclaimer

For children who attend home school or online schooling, Kangaroo Academy acts to support and mentor children in their studies and act as a co-teacher with the parent/guardian. Enrolling in Kangaroo Academy in no way guarantees that at any given time your child's studies or homework will be fully completed. Ensuring a child is on track with assignments, making necessary virtual appointments, and communicating with their school's teacher is the sole responsibility of the parent/guardian.

G. Section 7: Guidance and Accident Policies

1. Guidance Policy

Teachers act as mediators, suggestors, resources for ideas, a secure base, and will always ensure each child's physical and emotional safety. We encourage children to:

- Employ problem solving skills such as negotiation and active listening, and to come up with as many creative solutions to a problem as possible.
- Use language to express needs and emotions, and to use words to solve differences.

Adults help provide:

- Key phrases and words for children when the child is unable to do so.
- Care for the people and equipment in their environment and enjoy freedom with responsibility.
- Safe, reasonable, and age-appropriate limits, together with opportunities for children to practice new social skills, are the cornerstones for gaining self-control and responsibility.

***Guidance procedures such as threats or physical punishment will never be used at Kangaroo Academy.**

Time out will be used as a last resort. Time out will not exceed 1 minute per year of the child's age (ex. 5-year-old= 5-minute time out). After timeout, 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.

2. Behavior Reports and Accident Reports

Behavior Report: If an unwanted behavior continues, a 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 for the 3rd. If the behavior continues, if a child consistently needs to be removed from the group or displays behavior that's dangerous to self, other children or teachers, a conference will be held with the parents/guardians to discuss possible methods to remedy the situation. As a last resort, a behavior contract may be initiated.

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 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 will not 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 guidance. 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 the academy to improve behavior. It is also our goal to work with professionals involved at request of the family. 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. A written procedure will be added to the child’s personal file, and shall include, but not limited to the following information:

- Documentation of the events that occurred leading up to the meeting
- Possible solutions discussed to help improve child’s behavior
- Scheduled time frame anticipated for improvement of behavior
- Referrals to outside agencies if necessary
- Signed behavior contract by provider and parent

The following policy applies, should the child’s behavior not improve, and all options have been exhausted:

- 1st report: we will have a verbal meeting with the parent/guardian.
- 2nd report: the director will set up a sit-down meeting with parent/guardian.
- 3rd report: We reserve the right to unenroll the child from the program.

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 withdraw from the program. 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 / excessive late pickups / Failure to complete required forms
- Lack of parental cooperation / non-compliance with handbook policies
- Physical or verbal abuse of any person or property including threats of physical abuse
- Serious illness of child or provider
- False verbal or written information given by parent
- 3 behavior reports for related incidents or excessive aggressive behavior
- Open-carrying or displaying weapons inside the facility

I. Private Kindergarten Program Additional Policies

1. About the Program

Our full-day kindergarten program located at the Kangaroo Academy facility is from 7:30 am - 4:30 pm, with school from 8:30 am - 2:30 pm. Class size is limited to 20 students with 2 teachers. Our program

offers an individualized learning experience that will prepare your child to enter elementary school. Before / after school care is available at \$5.00 / hour.

IMPORTANT TO NOTE – IDAHO’S AGE GUIDELINE FOR ENTERING THE FIRST GRADE

One great attribute of our program is that we do not have an age cut-off date. If your almost-five-year-old is ready to enter kindergarten but they closely miss the cut-off date for public kindergarten, our program could be the right fit for you. Our curriculum is aligned with the Idaho Early Learning Guidelines. However, Idaho’s Code 33-201 states that "for a child enrolling in the first grade, the age of six (6) years must be reached on or before the first day of September of the school year in which the child is to enroll. Any child of the age of five (5) years who has completed a private or public out-of-state kindergarten for the required four hundred fifty (450) hours but has not reached the "school age" requirement in Idaho shall be allowed to enter the first grade."

At the end of the school year, you will be provided with a detailed report card and program information to provide to your child’s elementary school. Because of Idaho’s Code on age requirements for first grade, we encourage you to reach out to your child’s future elementary school to learn what specific requirements they may have for your child’s kindergarten proof-of-completion. In our experience, a public school may choose to place your child in kindergarten where they may show their proficiency and then be moved up to first grade. This is what has occurred with our prior-year kindergarten students.

The Creative Curriculum® for Kindergarten is a research-based, whole-child-focused approach to project-based learning in the kindergarten classroom. Through in-depth investigations of science and social studies topics that integrate literacy and mathematics concepts, kindergarten teachers can encourage children to think critically, solve problems, and connect ideas. Learn more about this curriculum at <https://teachingstrategies.com/solutions/teach/kindergarten/>

2. Tardy Policy

A tardy is considered 15 minutes late to class time, which starts at 8:30 am. After the 3rd tardy in any given quarter, a \$5 tardy fee will be applied to an account.

3. Termination Agreement, Kindergarten

A 30-day written notice is required to withdraw your child from our private kindergarten program. We require a 30-day notice because it is difficult to refill that spot during the school year.