



Dear Parents,

Welcome to Kids Incorporated Learning Center! We are here to meet your childcare needs and to provide a memorable experience for your child. Quality is the cornerstone around which we have designed our program. We love encouraging children to participate with others in a positive manner. We offer a relaxed setting geared toward the individual education and interests of your child. We strive to enhance your child's development by providing the best possible care in a sensitive and stimulating environment.

As we work toward meeting your individual child's needs, we appreciate any input and support you choose to provide. We welcome your questions and comments. We also encourage you to visit the center and participate in family events. We would like to make Kids Incorporated Learning Center a special part of your child's life. We place great value on each child's freedom to be oneself. Your children will learn that they are free to make choices as long as they stay within the limits of consideration for people and classroom materials. We strive for each child to leave exceeding expectations of children their age.

This Parent Handbook is designed to give you information on Kids Incorporated Learning Center's philosophy, policies, and guidelines. By understanding them, you will help us ensure the quality of our program. If at any time you have questions, ideas, or concerns regarding our program or services, please feel free to speak with anyone on our management team.

Thank you for choosing Kids Incorporated Learning Center.

Sincerely,
Mistee Juhnke, Owner
Taylor Barton, Operations Manager
(503) 956-6815
taylor.kidsinc@gmail.com

Kids Incorporated Learning Center Parent Handbook

PHILOSOPHY

Kids Incorporated Learning Centers understand that you only get one childhood, and we plan to make it the best childhood possible. We also understand that the most powerful influence for a child are the adults that surround them. We believe that the best learning comes from children who are encouraged, supported, motivated, and well nourished. Each activity from our in-house curriculum is developed to engage a child's critical thinking skills and creativity.

We promise to always provide your child with a safe environment that encourages independence, and allows children to develop their own personalities, and have freedom to be who they are. Kids Incorporated Learning Center is a place without hate, discrimination, ill-feelings, but a place of imagination, exploration, and excitement.

We understand the responsibility and are grateful for the opportunity to care for your children. We believe that all children are equal and that a great educational experience should not discriminate based on economic standing, sex, skin color, size, shape, or anything else. More than anything else, we promise to listen to your children and always value their opinion so that they may thrive, grow, and develop in a caring environment

THE PROGRAM

We offer a flexible yet structured program. Your child will be participating in a variety of activities that change from day to day, week to week, and from hour to hour. It is our experience that children thrive in a well-structured environment. Each classroom has a curriculum that they follow to ensure the highest quality of fun yet educational activities for children in every age group. We hope that your child is motivated by our changing activities, yet feels comfortable and secure in knowing that the staff they see everyday will stay the same.

STAFF

The day to day operations are managed by the center director. In addition to our director, the center's staff consists of a majority of accredited teachers. All additional staff have special training in working with children. All staff participate annually in a minimum of 18 clock hours of child care related training. Because we pay for all professional development hours for our staff, it encourages them to go above and beyond the 18 hours we require of them. It also encourages them to seek out training if they feel like there is something in the classroom that they are struggling with.

HOURS OF OPERATION/CLOSURES

We are open from 6:00 or 6:30 a.m. (depending on location) to 6:30 p.m. Monday-Friday. We are closed on weekends and the following major holidays: New Year's Day (January 1st), Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, Christmas Eve (December 24th), Christmas Day (December 25th). Occasionally the need arises for closure due to inclement weather or air quality. We do not make the decision to close during such events lightly. We follow the school district that the center resides in for determining when to close. If you are unsure if we will be open or closed, please check the local school district website. In the event that we need to close during a school break, we will do our best to update the voicemail remotely by 5:30 a.m. Weeks including a holiday or closure will be billed at the normal rate. This helps us to give our staff the day off paid on holidays and pay all salaried staff members for unexpected or weather related closures.

EXTRA SAFETY AND SECURITY MEASURES

The childcare center is equipped with a fire alarm/sprinkler system. In the event of an emergency evacuation, the children will be taken to the outside play area. If this location is deemed unsafe, the children will go to the designated meeting spot indicated on the posting in the lobby. Staff will have their classroom attendance sheet to ensure all children are accounted for. Children will be signed out by the staff if the need arises for parents to pick up their child. To prepare for any emergency that may arise, Kids Incorporated Learning Center participates in monthly fire/evacuation drills. Every other month, we also participate in either an earthquake drill or a lockdown drill. These drills ensure that staff and children are prepared for the unlikely event that an emergency situation may arise.

ENSURING SAFE RATIOS

In the morning when you drop off your children, staff understands and respects your time. Our staff are trained on state licensing regulations and guidelines when on teacher-child ratios. As drop off times can change day to day for some families, we will do our best to have a buffer of extra staff ready to enter the classroom should we meet the maximum number of children allowed in that class. Sometimes an unexpected influx of children can result in a lack of staff to adequately accept your child. Should this happen, you may be asked to wait with your child until another staff member is able to join the class to ensure safe child to staff ratios at all times. We have a few drop off guidelines that we will ask you to follow every day when dropping off your child:

- When dropping off your child, please walk them fully into the classroom.
- Make contact with the teacher to ensure they know your child is there.
- Instruct your child to put away their belongings and wash their hands.
- **If you will be dropping off your child after 10:00 a.m., call us prior to 9:45 a.m. to inform us of the late arrival. All extra staff are sent home for the day at 10:00 a.m. and we will be unable to accept your child without prior notice.**

Our staff will do their best to ensure that you are never delayed in dropping off your child. Some of the procedures we have in place for our staff to follow to ensure this doesn't happen include:

- Knowing the number of children present in their classroom at all times.
- Alerting the manager when only two spots remain in their class so another staff member can be readily available.

MEDICATION

All medication (including sunscreens, creams, and ointments) will only be administered to your child with proper documentation. If the medication is a prescription medication, staff will only accept it if it is in original prescription packaging. All medication must have an accompanying medication authorization form filled out and signed. Please note, staff will not be able to administer medication for the purpose of masking symptoms of illness.

FOOD

We provide breakfast, lunch, and an afternoon snack every day. If your child has any allergies or dietary restrictions, we ask that you please notate that in your child's file. We will do our best to accommodate any allergy or dietary restriction. It may become necessary for you to provide your child's meals if we decide that this is the only way to ensure your child's safety and security during meal times. Should you as the parent decide that you are more comfortable with providing your own meals, we are happy to accommodate this as well. Breakfast is served from 7:30 a.m. - 9:00 a.m. everyday. If your child arrives after 9:00 a.m. please make sure they are fed breakfast prior to arrival. If we have leftover breakfast and you arrive after 9:00 a.m., we may be able to still offer your child breakfast. Please do not fully rely on this as it is not guaranteed that we will have leftovers after 9:00 a.m.

PARENT/CENTER COMMUNICATION

Children benefit most from childcare when there is good communication and cooperation between parents and staff. Children's behavior can be greatly impacted by changes at home. Communication with teachers allows us to better understand your child's behavior. In turn, we will make every effort to keep you informed about your child's daily activities. Posted in your child's classroom, you will find the daily schedule for that class, current curriculum, information on what your child did that day, displays of your child's work and activities, and more! We welcome your calls. If a child care center staff member is not available immediately, your call will be returned as soon as possible. Should you have an emergent need, our Operations Manager, Taylor Barton, is available by phone at (503) 956-6815. Please feel free to communicate with us regarding any issue you may have. We want to be your partners in providing the best care possible for your child. Parents are welcome to visit the childcare center any time. Observing your child offers an opportunity to see them interacting with peers, staff, and their environment. Please feel free to call or stop in during your child's scheduled time. We ask that you limit the duration of your visits, within reason, so that your child can return to their scheduled activities.

EMERGENCY PROCEDURES AND ACCIDENTS

All staff members are trained in infant, child, and adult First Aid and CPR. Basic first aid supplies are available in each classroom. A more substantial first aid kit is available in a designated location within the building should a more serious injury occur. Staff will administer first aid for minor accidents such as cuts and scrapes, bloody noses, bumps, etc. If more attention is required, you will be contacted to take appropriate measures of care. An "Accident Report" will be filled out for all accidents and incidents. This report will be given to you at the time of pick up to sign and return. A copy of this form will be available for you upon request. In the event a medical emergency occurs, emergency personnel will be contacted first. Parents will be called next. If you cannot be reached, calls will be made to the individuals listed on your child's emergency sheet in the order they appear on the sheet. A staff member who is familiar with your child will accompany your child to the hospital and wait until you, or one of your emergency contacts, arrives. Parents are responsible for all medical costs incurred due to illness or injury while in care.

Emergency information for your child is kept on file in the office as well as in an emergency contact binder in each classroom. It is your responsibility to keep this information up-to-date. A good time to update this information is at the start of each year. Please let us know when there is a change in your work or cell phone number or a change in authorized emergency contacts. We require that you or another guardian is available by phone during all hours that your child is in care.

DROP OFF AND PICK UP

Please ensure that your child is signed in and out on the computer daily. The center's responsibility for the child begins when the child is signed in by the authorized adult and ends when the authorized adult signs out the child. Please make eye contact with your child's teacher when dropping off and picking up your child from the classroom. At pick up, your child will be released only to the person(s) authorized to pick up the child. If you are not the one picking up your child, please inform the staff by phone or in person prior to the pick-up. This helps make for a quicker and smoother pick-up for the person picking up. It is your responsibility to inform the authorized pick up person that they must have a valid photo ID present with them when they pick up. We will be comparing this photo ID to the name written on the file. For this reason, it is important to update your child's file if any name changes occur with one of your emergency contacts. If this person will be picking the child up more regularly, our staff will learn who they are and be able to release the child without checking their ID. If the person picking up is not listed as an authorized person to pick up your child and you have not alerted us to this person picking up your child ahead of time or does not have ID, the child will not be permitted to leave with that person.

CELLULAR PHONE USE

We ask that you complete any calls prior to entering the building. This helps ensure that staff and parents are able to communicate with each other when needed.

PARKING LOT SPEED LIMIT

Please respect the 5-mph speed limit in the parking lot and be mindful of your surroundings. The children's safety is our highest priority; excessive speed in our parking lot may result in termination of your childcare contract.

SMOKING

We do not allow the use of any tobacco products including cigarettes, vapes, or chewing tobacco on the premises, including our designated parking areas.

PERSONAL BELONGINGS

We ask that you limit the amount of personal belongings that your child brings to care daily. With the exception of infants who may need more items for their care, please bring only a change of clothing and a blanket for your child to use during rest time. Please do not bring expensive or valuable items with your child to care. We use all washable art products when doing art projects with the children. This does not guarantee that the paint or markers or other art supplies will not stain if the garment is not washed promptly or properly. We are not responsible for any lost, ripped, or stained clothing or personal items. Please write your child's name on all belongings. Please ensure that you pick up the same clothing that your child was dropped off in. This allows you to ensure that you are notifying the teachers of any missing items as early as possible. If another child's parent accidentally took home some of your belongings, the sooner we are notified, the easier it is to notify any other parents to look out for the item.

CHILD BEHAVIOR

Your child is expected to show consideration for other persons and things while in the center. Should your child exhibit behavior that is dangerous to themselves or others, or behavior which disturbs the activities in the center, the following steps will be taken: 1. initial discussion, 2. positive redirection, 3. activity selected for child, 4. removal from the classroom for an opportunity to improve (may include a phone call with a parent if appropriate) 5. parents contacted to pick up the child. After several such occurrences, the center will require the parent to meet with the director to resolve the situation. It may be determined appropriate that a child be discharged from the center for the safety and well being of the child displaying the unresolved behavioral problems and the other children in care. In each instance, the childcare center director will determine if the child will be allowed to return to the childcare center on a trial basis.

We understand drop off can be a challenge for some children. Please do not leave your child if they are acting erratic or in an unsafe manner. Staff are not allowed to leave the classroom. If your child is unable to remain in the classroom at drop off, you will not be able to drop off until they are able to. If your child is upset but is not trying to run out of the classroom or act in an unsafe manner, our staff are trained to accept the child from you and help them to navigate these emotions. Staff will comfort them until they are comfortable enough to join the activities. If your child struggles with drop off, it is very important to maintain a regular schedule during drop off and ensure that your child is in attendance every day. If you feel the need to check on your child after a rough drop off, as always, you are welcome to call!

POTTY TRAINING

In our two year old class we focus on potty training. When children seem ready to potty train, but no later than 2.5, we begin sitting them on the potty with every diaper change. When children begin going on the potty once or twice a day every day, we transition them into sitting on the potty every hour and whenever they are showing bodily signs of needing to go. Unfortunately, potty training cannot be successful if it is something that is only done while at the center. When parents are on board with potty training the same at home, this method works very reliably to have children potty trained by 3 years old.

ILLNESS

In order to protect your child as well as all other children enrolled in care, we ask that you not bring your child to care if they are experiencing any of these symptoms. If we observe your child experiencing any of these symptoms while in care, we will ask that you pick up your child.

- Illness that prevents your child from participating comfortably in program activities and requires greater need for care than normal.
- Severely ill appearance
- Fever of 100°F degrees or above
- Diarrhea, bloody stool, stool not contained in the diaper, or child unable to reach the toilet
- Vomiting
- Mouth sores with drooling
- Prolonged abdominal pain
- Rash
- Sores weeping fluid and on an exposed area that cannot be covered
- Pink or red eyes with discharge (may return after proper treatment time frame determined by physician)
- Sore throat
- Head lice or nits until after first treatment.
- Severe cough

For your child's comfort, and to reduce the risk of contagion, we ask that your child(ren) be picked up within 1 hour of notification. Until then, your child will be kept comfortable in an isolated area and will continue to be observed for symptoms.

Children will be required to remain home until they are symptom free for 24 hours. For some conditions, your child's physician may determine that they are no longer contagious after a certain amount of time or after a certain course of treatment. If this is the case, please provide a note from your child's physician indicating this.

DISEASES

If we become aware that your child has been exposed to a communicable disease while at the child care center; you will be given prompt notice. If your child contracts a communicable disease, please notify the Center Director and keep your child home while contagious. When a child is known to have been exposed to a communicable disease outside of the child care center; the child will be excluded from attendance for the length of time determined by their physician.

FEES

Kids Incorporated Learning Center does not charge an Enrollment Fee, Registration Fee, or Annual Fee. Should you disenroll and wish to re-enroll, there is a re-enrollment fee of \$200.

Your tuition must be paid in advance of service. Tuition is due on Monday every week. No discounts or penalties are assigned for paying more than one week in advance. Failure to pre-pay tuition in full by Tuesday at closing will result in a \$15 per day late fee. If tuition and fees are not paid in full by the end of the week, your child will be unable to return the following week until your account is back in good standing.

There is a \$5 fee per child for the first 15 minutes the child stays after the childcare center’s hours of operation (6:30 p.m.). After 6:45 p.m., there will be a \$1 per minute per child charge. This fee will be paid directly to the teacher who stays with your child no later than the following day at closing. Any child remaining in care longer than 10 hours in one day will receive an extra \$10 charge per each day. If your child is in care for more than 11 hours, you will receive an additional \$15 fee per occurrence.

Failure to sign your child in or out on the computer will result in a \$5 fee unless it is due to a technical issue with the computer.

Parents of children who participate in our school age program must inform staff if your child who normally is picked up from school does not need to be picked up that day. Should a parent forget to inform us and your child is not at the school to be picked up upon arrival, you will be charged an additional \$5 fee per child per occurrence.

Should your child not be potty trained by 3 years old, you will be required to pay the 2 year old rate until your child is completely potty trained. If your child is only wearing a pull up during nap time and not having accidents any other time of the day, we will consider that fully potty trained for the purposes of lowered tuition.

During the Summer, we have an extensive Summer program that is full of fun activities for children of every age. Depending on the year, some of these activities might include the reptile man, a bounce house, water play, face painting, carnivals, movie days with snacks and popcorn, tie dye t-shirt decorating, and many many more. The cost of these activities is broken down per child and part of this cost is charged to the parent at the beginning of Summer. We try to keep these activities as extensive as possible while trying to keep them as affordable as possible as well.

By signing, I am agreeing to abide by all policies and procedures described in this hand book.

Printed Name: _____ Date: _____

Signature: _____