



Parent Handbook

May 2017

Kid Country Childcare, Inc.

Parent Handbook

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Kid Country Childcare, Inc.

14935 West Bruns Road
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(815) 478-7886
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Welcome to Kid Country Childcare! We are a full-service childcare center located in Manhattan that is owned and operated locally. The director, Donna Phelan, administers our program. She is responsible for all day-to-day operations. Kid Country Childcare is a corporation owned by:

Donna Phelan
14935 West Bruns Road
Manhattan, IL 60442
(815) 478- 7886

Directors of the corporation are as follows:

Donna Phelan
14935 West Bruns Road
Manhattan, IL 60442
(815) 478- 7886

We realize that enrolling your child at Kid Country Childcare is a very important decision for your family. This handbook is designed to help answer some of your questions and address some of your concerns. Please read the handbook carefully and keep it in a convenient place for future reference. In addition, you should feel free to call Donna if you ever have a question, comment or concern.

Again, welcome to the Kid Country Childcare family!

Our Program

Philosophy

Kid Country Childcare believes that young children learn best when they are given choices to participate in activities that interest them and are allowed to follow through with these choices for appropriate lengths of time. In other words, children learn by playing! Play is a necessary and integral part of childhood. We believe that all areas of a child's development should be part of the curriculum, as each area affects the other. This integrated approach to curriculum allows children to learn through studies and relevant context. We believe that the child's parents and teachers, curriculum and materials, all play a part in the child's growth and development. We believe that children need to be in an environment that allows them to feel safe and secure, along with promoting their social, emotional, cognitive, and physical development.

Purpose

Kid Country Childcare's purpose is to provide a safe, secure place where young children can achieve appropriate social behaviors and develop cognitively and physically, along with promoting independence and self-help skills.

Goals

Kid Country Childcare's goals for your children are:

- to provide a place where the children feel safe and secure.
- to provide an environment that enhances the development of the children emotionally, socially, physically, and cognitively.
- to recognize each child as an individual and respect differences.

Services Provided

The Center is open Monday through Friday from 6:00 a.m. until 6:00 p.m. Childcare is offered for children from 6 weeks of age through 12 years old. We offer full-time childcare and 2 or 3 day part-time childcare, preschool programming, before and after school care, along with summer care.

Enrollment

Admission

Enrollment is open to any child, provided the Center can meet the needs of that child and the Center has space available. The child must be at least six weeks of age and no older than 12 years of age in order to comply with the Center's license. An enrollment form, medical forms and consent forms must be completed and on file at the Center before the child's first day. There will be an initial tour with the family to review the policies and procedures. Parents are required to disclose any known developmental delays that may require special accommodations, along with providing a copy of the child's IEP, etc.

Birth Certificate Requirement

Kid Country Childcare is required by the Department of Children and Family Services to request that you provide a certified copy of your child's birth certificate within 30 days of enrollment. We are required by law to notify the Illinois State Police or local law enforcement agency if you fail to submit a birth certificate within 30 days.

Transitions

During the first few weeks of school or anytime a child moves to a new classroom, parents should not be disturbed if their child:

- is shy and clings to them.
- is aggressive and won't share.
- hits and refuses to take turns.
- tires easily and cries a great deal.
- resists using the school bathroom and has accidents.
- doesn't talk much about what happened at school.

These are typical and expected reactions to a new situation and will disappear as the child becomes familiar with the teachers, other children and the classroom routines. Sympathy and support are needed. You can help your children adjust to their new routine by:

- letting the child just stand and watch, knowing observation is one way of participating.
- not putting pressure on the child to produce something to take home.
- not pushing the child to conform to routines without time to adjust.
- allowing lots of time for personal routine – a nourishing breakfast and a pleasant, safe ride to school.
- having a cheerful, positive attitude when you depart, saying "goodbye, I'll see you later."

Staff will notify the parents of any upcoming transitions to a new classroom and discuss with the parents Kid Country's plan to provide a smooth transition and ways the parents can assist.

Children's Dress

We ask that you send the children to the Center dressed in comfortable play clothing. Although we make every effort to prevent mishaps on the children's clothing, sometimes food does get spilled or paint misdirected. Appropriate footwear is also required. Children must wear shoes that have heels or straps across the heel. Outdoor play is an important part of the children's learning and will occur almost every day. Please dress the children appropriately. The children will play outdoors every day. Children remain indoors only when the chill factor falls below 32 degrees, it is raining at outdoor play time, or an excessive heat alert has been issued.

In addition, all children must have a complete change of seasonal clothing kept at the Center. In the summer months, all children must have a swimsuit, towel and water shoes at the Center. Parents of children that are not toilet-trained must provide disposable diapers and wipes. All clothing and personal belongings must be clearly labeled with the child's name. One additional

note to keep in mind when dressing your child – keep the clothing simple. **Bib overalls, onesies, belts and buttons make it difficult for your child during potty time.**

Personal Belongings

We ask that children do not bring personal belongings to the Center. The Center is not responsible for the loss or damage to personal belongings brought to the Center by the children. Children that nap at the Center may bring one small blanket (labeled with their name). This blanket **stays** at the Center all week, being sent home only on the child's last day of attendance each week to be laundered. If your child does not already have an attachment to a special blanket, may we suggest you not start a habit and allow the Center to provide the blanket for your child. No toy guns, knives or weapons of any kind should ever be brought to the Center.

Confidentiality of Records

Access to the children's records is restricted to the staff at the Center, along with the child's parents or guardians. The Center will not release any confidential information to anyone, except for the Department of Children and Family Services as required by law.

Withdrawal from Program

If a parent chooses to voluntarily withdraw their child from Kid Country's program, the parent is required to notify the director and **provide at least a two-week notice.**

A Day at Kid Country Childcare

Arrival & Departure

All children must be escorted into the Center and to the child's classroom. The adult who brings the child must sign-in the child on the computer or the appropriate form by indicating the child's name, date, time and your signature. Never leave your child in the classroom until a teacher has greeted you and your child. In order for the children to get the most of our program, all children need to arrive by 9:00 a.m. This helps ensure that our staff will be able to adequately greet every child/family and that each child will be ready for the routine of our day. Arrival after 9:00 a.m. needs to be approved in advance by the director.

All children must be signed-out by a parent or authorized person prior to being released. The parent/guardian must provide in writing a list of people authorized to pick up their child. The staff reserves the right to ask for identification. After you acknowledge your child's teacher to ensure she knows you have picked up your child, you may leave with your child. **Be sure to keep your child with you while you are on Kid Country property.** Children are not allowed to be by themselves in the building, playground, classrooms or parking lot – they must stay with an adult at all times. In addition, once you arrive to pick up your child, you must leave with your child – regardless of whether or not your child is ready to leave at that time.

Transportation is not provided by the Center. School-age children may be transported to the Center by the local school busses if the parent makes such arrangements with the Center and the school district.

Daily Program

Our daily programs are arranged to provide a healthy balance for your child: active and quiet time, small and large muscle activities, small and large group activities, indoor and outdoor play, child-directed and teacher-directed activities, along with opportunities for solitary play. As stated in our philosophy, we believe that children learn through play. Therefore, large periods of time are allotted for “choice time.” Choice time indicates that the children are able to choose the activity in which they want to participate. Teachers will interact with the children during this time, but will not select their activities. The children are able to choose from several centers, some of which include block play, dramatic play, housekeeping, music, library, art, and fine motor activities. In addition, teachers plan special activities in which children can choose to participate. Please note that no child is forced to participate. Opportunities are presented to the children, and we do our best to encourage every child to participate, but the decision is ultimately up to the child. Sample daily schedules for each age group can be found in Appendix A.

Curriculum

Kid Country implements the Creative Curriculum in our classrooms. Creative Curriculum is an individualized curriculum focusing on developing independent, self-confident, curious learners who can work well with others. Through purposeful and productive play, we are teaching the children how to learn, a quality they will use all through their lives. Creative Curriculum also includes the detailed assessment system, Teaching Strategies GOLD, used to plan the most appropriate activities for development. Part of this assessment system is the Teaching Strategies website. This website is not only for teachers, but families as well. This unique online tool helps us to follow your child’s progress, plan the curriculum, and communicate and collaborate with you. It also provides parents with a look at their child’s ongoing development and our classroom activities.

Outdoor Play

Outdoor play is extremely important to the growth and well-being of young children. Children should be allowed the freedom of the outdoors daily to enhance their physical development and provide experiences with the environment. Children at Kid Country Childcare will be given at least one opportunity each day to play outside. Please dress the children appropriately. The only times children will not play outdoors is when the wind chill factor falls below 32 degrees, it is raining at outdoor play time, or an excessive heat alert has been issued. All children will be expected to play outdoors.

Rest Time

We follow the Department of Children and Family Services requirements in regards to nap and rest times. All children that are kindergarten age and younger must rest if they spend five hours or more at the Center. We will provide the cot and a blanket, which will be laundered weekly.

The children may bring one small blanket, labeled with their name, to use during rest time. This blanket will be kept on their cots during all other times of the day. If your child does not already have an attachment to a special blanket, may we suggest you not start a habit and allow the Center to provide the blanket for your child.

Toilet Training Process

We recognize that every child develops at his or her own pace, so we do not set a certain “age” that the children begin toilet training. We encourage all the children in the toddler and twos classrooms to sit on the potty each day. For children under 2 years, we set them on the toilet once a day (unless they protest). Once the child reaches age 2, we set them on the toilet at every diaper change. It may take weeks or months before the child actually “goes” in the toilet. When your child does go potty in the toilet, he/she receives positive reinforcement, and we give you the exciting news at the end of the day (check your Daily Record).

The next step is for your child to use the toilet consistently – again, this may take weeks or months to accomplish. We also start working with the children on pulling up/down his/her own pants. Once your child uses the toilet consistently here at Kid Country, your child’s diaper is usually dry, and he/she exhibits the ability to pull up/down his/her own pants, the teachers will talk to you about taking the next step to underwear. **Please do not send your child in underwear or pull-ups until you’ve discussed this with the teachers.**

Our goal is to have all the children completely toilet-trained, wearing underwear, and able to pull his/her own pants up by 3 years of age. Toilet independence is a requirement before enrolling into either preschool classroom.

Toilet training is a lengthy process that requires a team effort between our staff and you as the parents. We encourage you to talk with the teachers about this issue. We also ask that you be consistent at home when potty training. Consistency is the key to a successful process!

Religion

We do not impose any type of religious practice on the children and do not say grace before meals and snacks. However, we do observe Christmas and Easter along with other major holidays. We will also discuss other religious holidays, as they occur, to promote cultural diversity. If your family would like to share information about your religious practices or traditions, please contact your child’s teacher.

Field Trips

Field trips will be taken periodically with children in our preschool, pre-k and school-age classrooms. These excursions are designed to give the children first-hand experiences and to enrich their overall knowledge of the world around them. Written permission will be required for each child. Children are required to wear a red Kid Country t-shirt on field trip days. Shirts may be purchased by asking any of the teachers. Bus service for field trips will be contracted through a local school district using their drivers. Additional charges will be requested for field trips to cover the cost of transportation and entrance fees. Parent volunteers will sometimes be

asked to attend these field trips. Volunteers will be required to review and sign chaperone guidelines. If you do not want your child to participate on the field trips, you will need to find alternate childcare arrangements for your child.

Communication with Parents

At Kid Country Childcare, we believe that success in the classroom begins with good parent communication and involvement. We recognize the parents are a child's first and most influential teacher. When parents are involved in their children's early childhood program, children experience less anxiety and stress and increased academic achievement. Plus, parents and teachers help each other by developing a partnership that revolves around the success of the child.

Our parent involvement goal at Kid Country Childcare is to develop positive parent-teacher partnerships. In order to meet this goal, the staff of Kid Country Childcare will do the following:

- Conduct formal parent-teacher conferences twice per year.
- Distribute a monthly newsletter to keep parents informed of our activities.
- Distribute information specific to each classroom that provides more detail about the activities of that room.
- Be available to talk in person or on the telephone whenever a parent requests it.
- Will always contact the parent when concerns arise.
- Treat parents with respect and dignity.
- Treat your children with respect and dignity.

A parent-teacher partnership is a two-way relationship. We ask that parents do the following to enhance this partnership:

- Attend all parent-teacher conferences as requested.
- Read the monthly newsletter and stay informed about our activities.
- Read the additional information that the teacher for your child sends home.
- Be available to talk in person or by telephone whenever a teacher or director requests it.
- Share your talents, skills, hobbies and resources with the Center.
- Volunteer in your child's classroom as requested or as your schedule allows.
- Always contact the teacher or director when you have concerns.
- Treat all staff members with respect and dignity.

One form of communication used is email. Upon enrollment, we ask that each family provide one or more email addresses that may be used to remind families of upcoming events and other general news. In addition, Kid Country has a website (www.kicountrymanhattan.com) that contains important information, such as a calendar of events, photos, teacher information, forms, etc.

By working together we can make your child's experience at Kid Country Childcare a truly wonderful one that enhances his or her development.

Health & Wellness

Health Records & Authorization

Each child is required by state regulations to have on file a health statement, which includes a record of up-to-date immunizations and the signature of the child's source of medical care. A child's health care record must be complete prior to attending the Center. The initial child health examination record shall be dated less than six months prior to enrollment of the child. The health examination record shall be valid for two years.

The Center must have on file for each child a signed consent/release form authorizing emergency care. Emergency numbers for reaching the parent or guardian and another authorized person must also be on file.

Daily Health Check

Children who arrive at the Center noticeably ill, with a rash, or with a fever of 101 degrees or higher will not be admitted for that day. For the protection of all the children, your child must be kept home or will be sent home if he/she shows any of the following symptoms:

- An oral temperature of 101 degrees or higher (ancillary of 100 degrees or higher)
- Diarrhea or vomiting
- Undiagnosed rash
- Sore or discharging eyes or ears
- Profuse nasal discharge (green or yellow)

Please remember before returning your child to childcare that:

- **Children must be fever free without the aid of a fever reducing medication for one full day after the onset of the illness**
- **Children must not have had an episode of diarrhea or vomiting for one full day after the onset of the illness**
- **Children, if prescribed a medication, must have completed one full day course of the medication after the onset of the illness**
- **And children must be able to fully participate in the activities and follow the daily schedule, including outdoor play**

We reserve the right to require a doctor's note before re-admitting a child. **In order to prevent the spread of illnesses among the children, a child who is sent home with an illness will not be allowed back the following day (regardless of the circumstances).**

In the event a child contracts a communicable disease and exposes the other children, a note will be sent home to notify the parents. The ill child will not be allowed to return to the Center

until the period of contagion has passed. **If your child should develop a communicable disease, please report this to the Center.** We are required to report these cases to the Will County Health Department.

Illnesses, Emergency Medical Care & Accidents

If a child becomes ill or develops a fever of 101 degrees or greater, the parents will be called to immediately pick up the child. Someone should arrive to pick-up your child **within one hour from notification** that your child is ill. If you are unable to pick-up your child within one hour, please arrange for someone else to do so and then notify the staff at the Center. If the parents cannot be reached, the Center will notify an emergency contact that is listed in the child's file.

If a child receives a minor superficial wound or injury while at the Center, the staff will administer first aid. At least one staff member that is certified in Adult, Child and Infant CPR, Choking Rescue and Basic First Aid will be on the premises at all times. A written report of the injury will be provided to the parent at the time of pick-up.

If a child receives an injury or illness that needs emergency medical attention, the staff will call 911. The Manhattan Fire Protection District will transport the child to Silver Cross Hospital. The parent or guardian will be contacted immediately after the ambulance has been called. If the parent or guardian cannot be reached, the emergency names will be contacted. If no emergency names can be reached, the Center will secure emergency medical care that was agreed upon in writing at the time of enrollment. A written report on the accident or illness will be provided the parent.

Medical Care Exemptions

If a child is exempt from medical care on religious groups, it is the parent's duty to supply the Center with the name and phone number of a certified practitioner. The Center will contact the certified practitioner in the event of an emergency medical situation. If the Center is not able to contact the certified practitioner, 911 will be called.

Medication

Prescription medication will be administered by a director-designee only if the prescribed medication is under a doctor's orders, the parent or guardian has completed and signed the appropriate forms, and the medication label contains the child's name, directions for administering the medication, date and doctor's name.

Non-prescription medication will be administered by a director-designee in accordance with the manufacturer's instructions if the parent or guardian has completed and signed the appropriate forms and the bottle has been labeled with the child's name.

All prescription and non-prescription medication will be stored in locked containers at all times.

You are required to notify your child's teachers whenever your child is taking medication – whether we are administering it at the Center or not. It is important for the teachers to be

aware of what your child is taking, why he/she is taking that medication, and what any side effects are. This also ensures that we have the most accurate information in case of a medical emergency.

Allergies & Asthma

Parents of children with allergies and asthma need to have the child's physician provide the Center with an Action Plan that includes everything the child is allergic to, along with the types of reactions the child experiences and the treatment needed during an allergic reaction or asthma attack (ie., Benadryl, epi-pen, etc.). This list will be posted in the child's classroom.

Hearing & Vision Screening

Hearing and vision screening services will be provided annually in accordance with the Department of Children & Family Services and the Illinois Department of Public Health's Hearing and Vision Screening Codes.

Developmental Screenings

Each child enrolled at Kid Country (from birth to age 5) will be screened at least annually for the purpose of identifying special needs. These screenings will be conducted by our staff at Kid Country and will occur at least once per school year. Results of the screenings will be shared with parents of any child identified during the screening process as needing further assessment, along with the information on additional evaluation and services. Parents may request the results of their child's screening at any time by contacting the director.

Pesticide Management

Kid Country Childcare does not routinely use pesticides. If we should ever find it necessary to use pesticides, applications will take place at a time when our Center and/or grounds are not housing children. Parents who wish to be notified if and when such applications will take place and what area or areas will be affected, should notify the director in writing. Notification will be made through correspondence sent home with the children and/or email to parents prior to any applications of pesticides.

Nutrition

Snacks & Meals

Nutritious hot lunches, along with mid-morning and mid-afternoon snacks are prepared at the Center daily. Breakfast is also served for those children that have arrived by 7:30am. Menus are posted and distributed monthly.

State requirements prohibit food from being brought in from home, except in the following situations: a special diet under the orders of a doctor, or store or bakery treats brought in for birthdays (please see below). If your child has a special diet prescribed by his/her doctor, you must provide the Center with a copy of the doctor's orders and meet with the director. Parents

will be required to provide the nutrition for children with dietary restrictions. No reduction in tuition will be given for families that need to supply their child's dietary needs.

Peanut butter and peanuts are not served at Kid Country, nor are they to be brought into the building by anyone.

Infant Nutrition

Parents of children who are not yet eating table food need to supply the child's food. Formula or breast milk must be supplied by the parents and brought to the Center prepared in bottles that are labeled with the child's name on it. When a child is transitioning to the Center's menu, parents must supplement the child's diet with baby food to ensure a well-balanced diet. By fifteen months of age, all children must be eating entirely from the Center's menu.

Special Treats

In an effort to promote healthier, good-food choices we ask that families consider some healthy birthday treats, such as fresh fruit, granola bars, jello cups, bagels, yogurt, etc. Before bringing in any special treat, talk with your child's teachers. In addition, if you are sending in treats for the infant or toddler classrooms, DCFS prohibits us from serving any of the following: berries, candies, raisins, raw carrots, whole grapes, nuts, seeds, popcorn, and peanut butter.

We appreciate your consideration as we strive to teach that nutritious snacks can be just as fun as sugary, icing filled snacks! **Remember – everything must be store-bought with nutrition labels and no peanut products.**

Guidance & Discipline

Our Philosophy

Kid Country Childcare believes in promoting the self-esteem of children. As children develop high self-esteem, they will be driven to develop self-control. Guiding children towards high self-esteem will be accomplished by:

- Respecting every child as an individual.
- Providing experiences and knowledge for children to grow.
- Planning programs that are geared toward the interest and skill-levels of the children.
- Taking into account each child's needs and stage of development and using the appropriate guidance techniques for each individual child.
- Fostering a desire within children to do what's right because it feels good.

Guidance should never be physically harmful to a child, nor should any child ever be belittled, shamed or humiliated. In addition, the following specific behaviors are prohibited at Kid Country Childcare:

- Corporal punishment including hitting, spanking, swatting, beating, shaking, pinching and other measures intended to induce physical pain or fear.
- Threatened with or actual withdrawal of food, rest or use of the bathroom.
- Abusive or profane language or yelling, any form of public or private humiliation including threats of physical punishment.
- Any form of emotional abuse including shaming, rejecting, terrorizing, or isolating a child.

Guidance Techniques

Every child is an individual and handles conflict differently. Our staff will attempt to use guidance techniques that work for your child. Some of the guidance techniques used by the staff at Kid Country Childcare area:

- Setting clear limits with natural and logical consequences and being consistent in the enforcement of these limits and consequences.
- Modeling the appropriate behaviors for the children.
- Arranging the environment so that positive learning is enhanced.
- Using a developmentally appropriate curriculum.
- Maintaining a physical presence near the children.
- Actively listening to children.
- Making positive statements.
- Using distraction and redirection.
- Assisting children in developing problem solving skills and conflict resolution.
- Observing children.

In the event that the above techniques do not curb disruptive behaviors, the child will be removed from the group, explained the reason why, and told that he can rejoin the group when he feels he can control his behavior. This will not be used for children under two years of age. Children will be removed from the group for no more than one minute per year of age and it will never exceed five minutes.

Discharge Policy

A child may be discharged from the Center due to any of the following reasons:

- If it is determined that the child is disruptive, uncooperative, or in any other way disturbs the other children in the program.
- If it is determined that the child's needs are not being met at the Center.
- If, by mutual agreement between the parent and director, it is determined that the child's adjustment to the Center is unsatisfactory.
- If the parent does not comply with the policies of the Center (ie., tuition not paid on time, NSF checks, child not picked up on time, etc.).

The director and staff will work with the child and parent to attempt to arrive at an amicable solution to any problem. Teachers will give notification to the parents for any behavior

problems. If the behavior persists, the director, teacher and parents will develop a written plan of action involving the child. Discharge will occur as a last resort.

If a child's behavior becomes threatening or potentially dangerous to himself or other children, he/she will be immediately separated from the group. A parent will be contacted and asked to pick up the child. Before the child will be allowed to return to the Center, a parent/teacher conference will be held to determine a cause of this behavior and the best possible action for the child. If the child's behavior pattern does not improve, withdrawal will be requested.

If a family chooses to voluntarily withdraw a child from our program, we require at least a two week notice.

Aggressive Play Policy

In keeping with our program philosophy and goals of providing a place where children feel safe and secure, Kid Country Childcare prohibits aggressive play in our classrooms. Aggressive play includes, but is not limited to, imitating the use of weapons, negative superhero play, bullying and intimidation. Children that participate in aggressive behaviors will be reminded that that type of play is not allowed and redirected as appropriate. Repeated participation in these types of behaviors will result in a parent/teacher conference (either by phone or in person). To help support this policy, we do not allow children to bring in any toys, books, etc. that promote aggressive behaviors (ie., Power Ranger, Ninja Turtles, weapons, etc.).

Fees, Tuition & Account Responsibility

Registration

An annual, non-refundable registration fee will be charged at the time of registration. This fee is due at the time that registration paperwork is provided. This fee will be applied at registration each year. All paperwork must be completed and submitted, along with the registration fee and the first week's tuition payment, prior to a child's first day of attendance. If enrolling an infant in our program, the registration fee **and** first week's tuition will be required at the time that registration paperwork is provided.

Tuition

Tuition rates vary depending upon the age of the child, the number of days the child attends, the number of children from one family attending, and the program the child is enrolled in. Please see the Tuition & Fee Schedule for actual rates and a list of all fees and discounts. Tuition increases and fee adjustments occur annually. Payment is due on Friday before noon for the upcoming week's tuition. Tuition for families enrolled in our monthly preschool only program (Blue Gills) is due no later than noon on the 25th of each month, for the upcoming month. **Tuition is due each week (or month) regardless of your child's attendance, as well as for all holidays and in-service days.**

Payment Options

Families are highly encouraged to enroll in the Direct Payment program that ensures tuition is paid on time every week (or month). A Direct Payment Authorization form must be completed to enroll. Kid Country also accepts cash, check and credit card payments. Kid Country reserves the right to require a family to enroll in the Direct Payment program.

Late Fees

A late fee will be charged to any account that has not been paid by 12:00 noon on Friday (12:00 noon on the 25th for our monthly program families). We reserve the right to deny admittance to any child whose tuition has not been paid by the first day of attendance of the week (or month). The director also reserves the right to discharge any child whose tuition falls two weeks past due. Any checks returned, for any reason, will result in a returned check fee.

After Hours Charges & Procedures

Kid Country Childcare will close promptly at 6:00 p.m. daily. It is the parent's responsibility to have children picked up before 6:00 p.m. If the parents are unable to pick up their child before 6:00 p.m., it is their responsibility to contact someone on the authorized pick up list to pick up the child before 6:00 p.m. A fee of \$1.00 per child for every minute past 6:00 p.m. will be charged to your account until the child is picked up from the premises. Our staff members have worked hard all day and should be able to leave work promptly to join their families. If picking up children late becomes chronic, the children may be discharged from the Center.

On the occasion that a child is here after hours, there is a set of procedures that staff members will follow.

- If a parent has called to indicate he/she is on the way but will be late, staff members will ask for an approximate arrival time and wait for you.
- If a parent or guardian has not arrived and has not contacted the Center by 6:15 p.m., staff will begin to contact the parents, emergency contacts and other individuals authorized to pick-up the child. We will use the phone numbers supplied by you and call each number provided. **It is very important that you keep the Center provided with up-to-date phone numbers.**
- If we have not heard from or been able to get in touch with any authorized individual by 6:30 p.m., staff will contact the Manhattan Police Department to ask for their assistance in locating an authorized adult for the child.

Our staff will continue to be responsible for the protection and well-being of the child until a parent, authorized adult or outside authorities arrive. Our staff will not, at any time, discuss with the child the issue of the parents being late. We understand that the child is not responsible for the parent's behavior and will not blame the child for the actions of the parent.

The same after hours' charges and procedures will be applied to any family enrolled in our monthly preschool program (Blue Gills) whose child has not been picked up by 12:00 noon.

Account Responsibility

The parent or parents that sign the Account Responsibility form upon enrollment are the individuals that are responsible for the payment of all tuition and fees. In the event that the account is not paid, reasonable attorney fees and costs of collection will be added to the balance due. Venue for any collection action shall be in Grundy County, Illinois, or Will County, Illinois, at the complete discretion of the attorney, regardless of where the family resides.

Time Off

Center Holidays

Kid Country Childcare will be closed for the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day and the Friday after Thanksgiving Day
- Christmas Eve Day and Christmas Day
- Floating Holiday (to be used at the director's discretion, typically used in conjunction with New Year's Day or Christmas Eve and Christmas Day or 4th of July)

If any of these days fall on a Saturday, the holiday will be observed on Friday. If the holiday falls on a Sunday, the Center will observe the holiday on Monday.

The Center will close at 5pm on Halloween, October 31st.

In addition, the Center will close for three in-service training days, one in March, one in August, and one in October. Notification of the actual dates will be provided at least 45 days in advance.

Regularly scheduled tuition is due and payable for all holidays and in-service days.

Vacation Policy

After completion of one year of continuous enrollment at Kid Country Childcare, children earn the equivalent of one week's tuition as vacation time. This vacation credit can be used during one week in place of tuition payment when the Center's services are not used (children cannot attend). At least a two week notice must be given to the Center director prior to using a vacation credit. The vacation credit must be used within one year of earning the credit and cannot be saved to accumulate vacation credits. Only one vacation credit can be used within any 12 month period.

At no time will the vacation credit exceed the average weekly tuition amount of the past year. Children enrolled in the before and/or after school program, summer care only program, or

monthly preschool program (Blue Gills), do not qualify for vacation credits. A family's account must be in good standing (as defined by the director) in order to qualify for a vacation credit. If at any time enrollment is interrupted and then the child is re-registered, the process of accumulating vacation time starts over.

Absences

Please notify the Center if your child will be absent. Tuition is due even if your child is absent from the Center.

Emergency Closings

In case it should be necessary to close or delay the opening of Kid Country Childcare, notification will be made on the Center's voicemail system and through our emergency text alert system. Every effort is made to make decisions regarding emergency closures by 5 a.m. During periods of inclement weather, parents are encouraged to call the Center after 5 a.m. to check the voicemail messages if you have not received a text message. In the event that an emergency occurs after the Center has opened for the day, a detailed message with instructions will be sent through the emergency text alert system. Regularly scheduled tuition is due for emergency closing days. **It is the parents' responsibility to maintain current phone numbers.**

Security & Center Access

Photos, Videotaping & Monitoring

For the security of your children and our staff members, a video monitoring system is used at Kid Country Childcare. All classrooms at the Center are monitored daily. For this reason, a signed release to allow your child(ren) to be photographed must be on file in order for your child(ren) to attend Kid Country Childcare. We want to stress to you that this system is for everyone's security.

A monitor will be located in the reception area of the Center for real-time observations of the classrooms (no audio). Any parent is welcome to view their children on the monitors at any time that the Center is open. Daily recordings are stored for a period of 60 days. These recordings are for security purposes only and will not be viewed by staff, visitors or parents. The director will be the only person that has access to the recordings. They will only be viewed by the director in the event of a serious complaint and then only under the advisement of the Center's attorney.

Parents, family members and/or guests are not allowed to videotape or take pictures while at Kid Country Childcare or while chaperoning field trips. In addition, photos taken at special events (graduation, holiday show, etc.) are to be considered private property and are not to be publicly distributed or placed on the internet.

Access to the Center

For your children's security, our Center doors will be locked at all times. Upon registration, each family will receive two (2) card access keys to the Center. These cards will be computer controlled to allow access to the building during operating hours and they will enable the Center to track every person that comes into the building via a card access key. Those individuals who will normally be dropping off and picking up the children should keep the access cards. In the event that you have made arrangements for someone else to pick up your child, that person can gain access to the building by using the intercom at the front door. **Do not loan/share your key card with anyone – the security of the Center and children depends upon this.** Lost or stolen access cards should be reported to the Center director immediately. A replacement fee will be charged for lost or stolen cards.

Observations

Parents are encouraged to observe their children's classrooms. You may observe the classroom via the monitor in the reception area or you may visit the actual classroom. When in the classroom, please remember to respect the teacher's schedule and authority. You are welcome at Kid Country Childcare at any time with or without an appointment.

Grievance Procedure

Any complaint that cannot be resolved with the Center's director may be submitted in writing to the Board of Directors for Kid Country Childcare, Inc. The written statement should state the specific facts and/or perceived wrongful act (e.g., location, names, dates, times) to be investigated. All such written statements should be submitted within 15 days after the incident or act which gives rise to the complaint. The complaint should be sent to any one of the members of the Board of Directors.

Insurance

Kid Country Childcare carries liability insurance with West Bend Mutual Insurance Company with a limit of \$1,000,000 per occurrence. The Center does not offer any type of insurance for children utilizing the Center. Medical expenses incurred while the child is enrolled at the Center are the responsibility of the parent.

Appendix A Sample Daily Schedules

Infants

This is a sample of a typical day for an infant in our program. This schedule will be adjusted to meet the needs of each individual child in our care. The most important part of the day for infants is the relationships they build. Emphasis will be placed on building these relationships.

6a – 6:30a	Play	12:45p – 1:30p	Play
6:30a – 7:00a	Breakfast	1:30p – 1:45p	Diapering and Handwashing
7:00a – 7:15a	Diapering and Handwashing	1:45p – 3:15p	Nap
7:15a – 9:15a	Nap	3:15p – 3:45p	Feeding
9:15a – 10:45a	Feeding	3:45p – 4:00p	Diapering and Handwashing
10:45a – 11:15a	Diapering and Handwashing	4:00p – 5:00p	Outdoor play
11:15a – 12:00p	Outdoor play	5:00p – 5:15p	Diapering and Handwashing
12:00p – 12:15p	Diapering and Handwashing	5:15p – 6:00p	Play
12:15p – 12:45p	Lunch		

Toddlers & Twos Program

This is a sample of a typical day in the toddlers and twos classrooms. Children will be required to wash their hands when they arrive at the Center, before and after eating, after playing outdoors, and after they use the restroom.

6:00a – 7:10a	Learning Centers (Free Play)	11:45a – 12:15p	Lunch
7:10a – 7:30a	Diapering and Handwashing	12:15p – 12:30p	Story Time
7:30a – 8:00a	Breakfast	12:30p – 2:45p	Rest
8:00a – 8:30a	Music and Movement	2:45p – 3:00p	Diapering and Handwashing
8:30a – 9:30a	Outdoor Play	3:00p – 3:15p	Snack
9:30a – 9:50a	Diapering and Handwashing	3:15p – 4:00p	Outdoor Play
9:50a – 10:10a	Snack	4:00p – 5:00p	Learning Centers (Free Play)
10:10a – 11:25a	Learning Centers (Free Play)	5:00p – 5:20p	Diapering and Handwashing
11:25a – 11:45a	Diapering and Handwashing	5:20p – 5:40p	Music and Movement
		5:40p – 6:00p	Story Time

Preschool & Pre-K Programs

This is a sample of a typical day in the preschool and pre-k classrooms. Children will be required to wash their hands when they arrive at the Center, before and after eating, after playing outdoors, and after they use the restroom.

6:00a – 7:30a	Learning Centers
7:30a – 8:00a	Breakfast
8:00a – 9:00a	Learning Centers
9:00a – 9:15a	Morning Circle – plan activities for the day
9:15a – 10:15a	Learning Centers
10:15a – 10:25a	Story Time
10:25a – 10:40a	Snack
10:40a – 11:25a	Outdoor Play
11:25a – 11:35a	Music and Movement
11:35a – 11:45a	Circle – recap the morning
11:45a – 12:00p	Prepare for lunch
12:00p – 12:30p	Lunch
12:30p – 12:45p	Story Time
12:45p – 2:45p	Rest
2:45p – 3:00p	Snack
3:00p – 4:00p	Learning Centers
4:00p – 5:00p	Outdoor Play
5:00p – 5:20p	Story Time
5:20p – 6:00p	Choice of Quiet Activities

Monthly Preschool Only Program

This is a sample of a typical day in the monthly preschool classroom. Children will be required to wash their hands when they arrive at the Center, before and after eating, after playing outdoors, and after they use the restroom.

9:00a – 9:15a	Arrival/Learning Centers
9:15a – 9:30a	Morning circle – plan activities for the day
9:30a – 10:45a	Learning Centers
10:45a – 11:00a	Snack/Story Time
11:00a – 11:30a	Outdoor Play
11:30a – 11:45a	Large Group Activity/Music and Movement
11:45a – 12:00p	Circle – recap the morning/prepare for departure

School-Age Program

This is a sample of typical day in our school-age classroom. Children will be required to wash their hands when they arrive at the Center, before and after eating, after playing outdoors, and after they use the restroom.

Before School

6:00a – 7:30a	Relaxation and/or Learning Centers
7:30a – 8:00a	Breakfast
8:00a – 8:30a	Learning Centers

After School

2:30p – 3:45p	Relaxation and/or Learning Centers and/or Homework
3:45p – 4:00p	Snack
4:00p – 5:00p	Outdoor Play
5:00p – 6:00p	Learning Centers

School-Age School Release and Summer Care

6:00a – 7:30a	Relaxation and/or Learning Centers
7:30a – 8:00a	Breakfast
8:00a – 9:30a	Puzzles, Projects & Games
9:30a – 10:30a	Outdoor Play
10:30a – 10:45a	Snack
10:45a – 12:00p	Learning Centers
12:00p – 12:30p	Lunch
12:30p – 2:30p	Outdoor Play
2:30p – 3:00p	Snack
3:00p – 4:00p	Music and Movement
4:00p – 5:00p	Learning Centers
5:00p – 6:00p	Puzzles, Projects & Games

Acknowledgement

I have read the information contained in Kid Country Childcare’s Parent Handbook and agree to abide by the policies stated within.

I have read the information in the Guidance & Discipline section of this Parent Handbook and agree to abide by the policies stated within.

I have read the information in the Fees, Tuition & Account Responsibility section of this Parent Handbook and agree to abide by the policies stated within.

I have read the information in the Security & Center Access section of this Parent Handbook and agree to abide by the policies stated within.

Child(ren)’s Name(s): _____

Parent or Guardian Signature: _____

Parent or Guardian Signature: _____

Date: _____