

Family Handbook



A child's play is his work.
Play is the way a child
learns best.

Kidzone

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Dear Families

We are glad to have you and your child as a part of this Center. It is our goal to support you and enhance your child's development by providing the best possible care, concerned teachers, and a stimulating environment. As we work toward this goal, we need your help. You can do this by exchanging information concerning your child with the teachers, by expressing interest in your child's day as you talk with your child about the Center, and by supporting the policies of Kidzone. It is important that you be involved and committed to the Center.

This Family Handbook is designed to give you information on the policies and guidelines that are important to remember while your child is enrolled at Kidzone. Compliance with these policies is required to ensure a quality program.

To ensure your child's success in a group care setting, we suggest that you do the following:

1. Encourage your child to dress themselves. Obviously 3 years olds are not as independent in this area, but working toward this goal is certain to make your child feel competent and confident.
2. Allow your child to be independent in toileting procedures.
3. Praise your child's attempts at new experiences and self-expression so that they will want to keep trying.
4. Maintain behavior limits for your child that are firm and fair so that your child will feel secure and gain self-control.

Kidzone strives to continually improve its programs and services to children and families. Your questions, ideas, and concerns are welcome at all times. Please feel free to contact the Director at 927-6293 in Benton Harbor, 637-7501 in South Haven or send an email at karla.pepple@kidzoneonline.com.

Thank You,

Karla Pepple
Program Director/Owner
Kidzone, LLC

OUR MISSION AND PHILOSOPHY

Our Mission

Kidzone will provide childcare in an environment which children will engage in value based, developmentally appropriate, and fun activities that help them develop physically, intellectually, emotionally, and socially.

Our Philosophy

Program philosophy emphasizes value based, child initiated learning within a culturally diverse community. Kidzone will use a learning center approach. Children choose the activities that interest them, manipulate the materials available in the center, and become architects of their own learning. Our learning center approach will allow the children to interact with one another, aiding in the creation of new ideas and new questions. By offering variety, we will ensure each child's style of learning will be accommodated each day.

ABOUT KIDZONE

Kidzone was founded in 2000, and now operates 2 centers both located inside of the Lake Michigan Colleges in South Haven and Benton Harbor. We are serving over 200 children between the ages of 2 weeks and 12 years. Kidzone Centers are open throughout the year, generally Monday through Friday from 6:00 a.m. to 6:00 p.m.

Kidzone is licensed by the State of Michigan, Office of Children and Adult Licensing, as a childcare facility for ages 2 weeks to 12 years. The Center receives regular inspections by the Fire Department and Berrien and Van Buren County Department of Health.

Kidzone is a member of Child Care Resources (CCR). CCR is a private, nonprofit organization supporting parents, caregivers and employers with child care information and referral services. The mission is to advocate for quality childcare in the community through education and referral services. The vision is to be a leader in a society that values and supports children, family life and affordable, quality childcare

OUR PROGRAMS

Each day children are provided with time for free play (Choice time) with a variety of materials and spaces. Some activities are teacher-led and guided, but each child can freely choose which activity, materials or space he/she wishes to use. We strive to challenge and stimulate each child at his/her own developmental level and foster a positive self-image by accepting each child as an individual. The following elements are part of our regular program for the children.

Circle time is a time for group sharing, singing, finger plays, group games, and stories that are led by the teacher each morning.

Small group time each day.

Choice time inside and OUTSIDE everyday (unless the wind chill or temperature is below 20 degrees)

Regular meal and rest times

On Campus field trips or center events (as age appropriate) every 3 months.

A schedule of activities throughout the day balances the quiet and active play time and provides opportunities for large motor experiences.

Grouping

Group sizes are limited to enable children to interact with their peers and receive more individualized attention from the staff. Unit groupings are based generally on the child's age.

The Infant class accommodates 12 babies, 2 weeks – 12 months in age with the ratio of 1:4. The Toddler class accommodates 8 children, age's 1- 2 years old with the ratio of 1:4. The Twos class accommodates 8 children, 2 – 3 years old of age with the ratio of 1:4. The Preschool Class accommodates 20 children, 3-5 years old with ratio 1:10. After school-age children, 6 – 11 years old share the Preschool classroom and have a ratio of 1:10. Summer Programming for school age the ratio is from 1:18. Center locations may vary.

Field Trips

Field trips are an important part of the children's experience at our Center. They help children explore our community. The curriculum and our bond with the community are strengthened through these shared experiences. Staff will

announce scheduled field trips and campus walks on our parent board as part of our curriculum plans for the month. We will only have on-site campus field trips that the children can walk to. We can reach the community without stepping outside the doors of the campus of Lake Michigan College. The College has many resources that the children can discover and explore. At least, two-day notices will be given whenever a trip or walk is planned. If families are available during these times, they are always welcome to join the class.

Birthdays

We look forward to each child's birthday with excitement and pride. If you wish, you may bring items such as party hats, balloons, or a store bought healthy treat. We prefer food that is wholesome, sugar free and non-processed when appropriate. We regret that the Michigan Department of Health will not allow us to serve home baked cakes and other goodies. Please discuss your selections with your child's teacher. We ask that parties are planned during our scheduled snack or lunch times.

Celebrations

We find many reasons to have special celebrations. Christmas, Winter Celebrations, events of the world (such as the Olympics), Fall Harvest, July 4th, Valentines Day, and Thanksgiving is time when we often have center parties. These are usually held in the morning during our snack time or lunch time. Families are encouraged to help us celebrate these days and any other times that are important to your family. We are always looking for other cultural and ethnic celebrations that we could include in our program.

Food

Cold lunches must be sent for your child every day. Kidzone does not provide lunches for the children. You may send something that needs to be warmed up in a microwave with a minimum heat up time, and must be labeled. We will have emergency lunch and snacks available at a fee of \$1 per snack, .50 milk/juice and \$5 for lunch. Families are welcome to join their children for lunch. Please refer to your child's teacher for specific lunchtime policies and reservations. Center locations may vary.

Families with Infants must provide prepared baby bottles with milk or formula and infant food every day. Items must be labeled.

Grace at Meals

A song or grace is said everyday before we eat lunch and snack. These songs are kept as non-denominational as possible, but an occasional reference to a deity may be included. Please share your ideas for new graces with us as we try

to develop a spirit of thankfulness in the children for the bounty that is available to them.

Rest Time

A daily quiet time is firmly enforced. We find that children need this time to “regroup,” as do their caregivers. The length of the quiet time depends upon the age of the child and individual needs, but all children do have some time to rest each day. This is also the time each day when teachers take breaks, and receive program planning time.

Television

Television will **NOT** be available to children during child care hours. A children’s video tape may be played on occasional Fridays in the winter, or on an occasional rainy day. During the warmer months, this is not a regular part of our programming. All videos shown are rated “G.” Please check with the office before bringing in a video to share with your child’s class. Children age 2 and under are not permitted to watch any television as per licensing rules.

Toys from Home

Children may bring toys and books from home for “Show and Tell.” However, we will not assume responsibility for finding these items, if the child misplaces them in the center. We have plenty of toys and materials at the center, and we encourage children to leave their toys at home. Anything brought in should fit in the child’s cubby.

Separation Anxiety

The first few days (or weeks) of separation from mom and/or dad can be a traumatic experience for children. Children have difficulty understanding that families will return. This is unsettling and often frightening to a child. However, once the children understand their families always come back, their “separation anxiety” diminishes and they are able to enjoy more fully their experiences at the Center. If you need more information regarding separation Anxiety there is a handout with some ideas to try with your child in the Family Corner.

Clothing

Each child must have a complete change of clothes to be kept at the center, including underwear and socks. Please send extra clothes, on the first day of school. We ask that all items be clearly labeled with permanent marker.

Because we provide an environment where children actively play, getting “messy” is often a part of the learning process. Therefore, we suggest dressing

your child in simple, washable, sturdy, and easy to manage clothing. Clothing should also allow **the child to be completely independent of the adult.** Overalls, jumpsuits, high-top tennis shoes, and belts are detrimental to independence. Wearing safe play shoes is also very important. Open-toed shoes, sandals, and clogs are discouraged. Gym shoes or soft-soled shoes are preferred. As mentioned previously, we will be taking advantage of our outdoor playground as often as possible. Please keep this in mind when dressing your child for school. In the winter months, your child will need snow boots, hats, and gloves. When winter temperatures (with windshield) are 20 degrees or less the children will not be taken outdoors. Licensing requires that all children must go outside every day.

All items brought into the Center must be clearly labeled with permanent marker.

Arrival and Pick-up Procedures

State Law requires that you or a reliable adult (at least 18 years of age) must accompany your child to and from the room and check your child in/out daily. Please continue to escort your child to their teacher before leaving. No child is ever to be left at the door, classroom, or play area without the usual check-in.

NO ONE WILL BE PERMITTED TO TAKE A CHILD OFF THE PREMISES WITHOUT WRITTEN CONSENT OF THE PARENT AND PROPER ID.

The Center will open each morning, Monday through Friday at 6:00 a.m. and close at 6:00 p.m. promptly. Parents of children not picked up by closing time will be charged a \$1 late pick-up fee for every 1 minute past closing.

No child may remain at the Center after 6:30. The staff will attempt to contact persons listed on the child information card to pick up the child. If Staff is not able to arrange for an authorized person to pick up the child by 7:00 p.m., the Staff person will contact the police department for further instructions.

Excessive tardiness may result in dismissal from the program.

When arriving at the Center, parents are asked to accompany their child into the building and sign their child in on the computer. Please continue to escort your child to your child's teacher before leaving. Do not leave your child at the door. Children must be signed in and out by an adult every day on the Pro Care computer.

Children's Release

The family must provide the center a list of at least three (3) individuals with whom the child may be released to in the event of an emergency. For your child's protection your child will not be released to anyone other than those

persons authorized on your emergency card, unless written authorization has been given previous to the time of pick-up. A phone call will be not be accepted. A written note is required when anyone other than a parent is picking up a child. Kidzone reserves the right to request valid picture identification at the time of your child's release. Please remind persons coming to the Center to bring picture identification.

- In case of a **CUSTODY DISPUTE**, the school will abide by the rulings of the court. If custody has been established by a court order, neither parent may limit the other parent from picking up the child. The Center will release the child to a known identifiable parent. A copy of the court order will be requested to put in the child's file.
- The provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card or identified in the written exception request process.
- The provider and staff are not properly trained to make assessments relating to intoxication or impairment and therefore assume no responsibility to assess the competency or condition of any individual appearing to pick up the child.

THE STAFF

Our caregivers are nurturing, loving professionals who are trained in health, safety and education. Staff receives 12 hours of Kidzone Orientation with the Director and 18 hours of ongoing trainings through Child Care Resources/ In-service training annually. We offer developmentally appropriate learning in an environment that's engaging and fun for little one of all ages.

All staff must have certification in Infant/Child CPR, Adult CPR, Blood borne Pathogen Training and First Aid. The Center requires criminal background checks and DHS Neglect & Abuse Clearances on all staff and volunteers who have contact with any children.

All lead teachers attend weekly planning meetings.

NO Private Duty by Employees

Employees of the Center are prohibited from accepting offers for private duty, such as baby sitting, for any of the children enrolled in the program. Employees who violate this rule are subject to disciplinary action and/or termination.

The Center asks that Families refrain from requesting that any employee of the program engage in private child care duties for any of the children in the program. Provider reserves the right to terminate the child care contract where Families violates this policy.

GUIDANCE AND DISCIPLINE

Guidance for Infants

Infants learn through their own experiences, trial and error, repetition, imitation, and identification. To encourage this learning, their environment must be safe, healthy, and emotionally supportive.

We use language, gestures, eye contact, and touching to help infants when frustrations arise. "I know you want Tony's Truck. He has it now ___ here is another one for you.

Guidance for Toddlers

Our teachers encourage cooperation, independence, and respect of self and others at this age, but realize the children's developmental limitations in expressing these ideals. Discipline at this age generally involves redirection and separation as we encourage their curiosity and exploration of their new world and playmates. Consistency in scheduling and planning appropriate and adequate activities helps to reduce a toddler's frustrations.

Guidance for Preschoolers and Older

Our teachers encourage cooperation, independence, and respect for self and others. When children are verbally, emotionally, or physically abusive, we take the following steps until the problem is resolved.

Teachers listen to children having difficulties to determine if they can work it out on their own and then encourage them to do so.

Teachers intervene and help mediate a problem with suggestions (taking turns, use words to tell how you feel, diversion to another activity etc.)

If necessary, a time out warning is given.

A time out for involved parties until they feel that they are able to rejoin the play. Time out is used to give a child "cooling down" time to regain control.

Discipline

Serious misbehavior is defined as behavior that results in property destruction, willful defiance, or hurting others. Examples include out of control hitting, kicking, biting, temper tantrums, throwing objects, or damaging property. This will be handled in what is in the best interest of the child and the classroom. The child will be separated from the other children and given time to calm down before the staff talk to them. Behavior will be documented, and parents will be kept informed.

Kidzone Center makes every attempt to provide a rewarding and positive environment for your child. In cases where every measure has been taken to meet your child's needs, but have been unsuccessful, withdrawal from the program will be considered. The center reserves the right to terminate the enrollment of the child if necessary.

Biting

Experts in the field of child development tell us that biting occurs primarily as a result of a child's inability to communicate. Many young children are not very verbal. Children may become frustrated by a new experience, such as another child taking away their toy, or suddenly being around many other children, and may bite as a response.

When a child does bite, the following procedures will occur:

- The child receiving the bite will be comforted and the bite area cleaned to prevent infection. An incident report will be filled out and the child's parent notified.
- The biting child will be redirected to appropriate activities. His or her parent will be notified in writing, and a copy of the incident report will be placed in the child's file. The teacher will carefully assess the classroom environment to minimize frustration for the child. The teacher will discuss the incident with the child's parents to determine ways to redirect the behavior. The child will be closely supervised. The identity of the child will be kept confidential.
- Most children stop biting soon after these actions have been taken. For those who continue to bite, it may become necessary to remove them from the Center, either for a short period or permanently. Tuition will not be charged for the time that the child is not at the Center.

Diapers

Diapers must be provided by the parent. We do have some storage for you to bring in a full bag. All diapers are kept separate and will only be used for your child. We will let you know when your supply is getting low. We change diapers every two hours. Bowel movements will be changed when discovered immediately. You may fill out a permission slip for A&D ointment for diaper rashes if you wish to have it applied as needed. We follow licensing regulations when changing diapers and cleaning the areas after every use. We wear gloves with every diaper change and sanitize the changing area.

Toilet Training

The staff will discuss this issue with families as their child approaches readiness for toilet training. The following toilet training criteria have been developed with families over the years. We will agree, as a team, how we will all proceed. It is best to have consistency between the home and center to allow the child to be successful.

A Child May Begin Toilet Training When:

The child shows some interest at home or at the center.

The child is able to retain bowel movements and urination for short periods of time.

The child is willing to sit on the toilet

The child understands what is expected of him/her

Toilet Training Procedure:

Put child on the toilet at routine times--cues taken from the child's and/or centers schedule

Put child on the toilet at the child's request, as well.

No toys in the bathroom while the child is on the toilet.

Rewards are immediate and may be hugs, cheers, or praise.

NO material rewards, e.g. candy, stickers, etc.

Be CONSISTENT

Present a relaxed attitude. Remember, learning to use the toilet is the child's job not yours. Let him/her assume responsibility for this function himself. He is, after all, the only one who can.

If the child is showing signs of resistance stop for a few days and try again later.

We view toilet training as a developmental process and take its successes and failures in stride. Successful toilet training is a pre-requisite for a child to move into the preschool group..

HEALTH AND SAFETY

Health

Upon enrollment, the child **MUST** have the following on file:

- A pre-admission physical
- Updated immunization records according to the table below:

The Michigan Department of Public Health law prohibits a Director of a day care, preschool, or other program, from admitting a child to the program without a record of having received 1 dose of each: Measles, Mumps, Rubella, Polio, DTP.DT, Hib, Varicella; or a signed exemption/waiver. To stay in the day care, preschool, or other program, you must provide the Program Director with a record showing that your child has received all of the following required immunizations:

Measles/Mumps/Rubella after 15 months of age	1 DOSE	Dose must be given at or
Polio between second and third doses	3 DOSES	Must be at least 6 months
DTP/DT between third and fourth doses	4 DOSES	Must be at least 6 months
Hepatitis B	3 DOSES	
HIB	(Haemphilus Influenza B)	Complete series of any Hib vaccine or one dose of any Hib given at or after 15 months of age. Hib is required up to 5 th birthday.
Varicella	(Chicken Pox)	If your child has had chickenpox disease, he/she will not need to have the varicella vaccine. A waiver must be signed.

- *Immunization records must be provided upon enrollment. Infant, toddler, and preschooler immunization records must be kept current. Validated proof of immunizations should be submitted as your child receives new immunizations or boosters shots.*
- *If immunization is against your religious/other beliefs, you must sign the waiver form that is available for the program. **CHILDREN WHO HAVE NOT RECEIVED THE REQUIRED IMMUNIZATIONS OTHER THAN FOR REASONS OF DISABILITY OR WHO HAVE NOT WAIVED REQUIRED IMMUNIZATIONS WILL BE EXCLUDED UNTIL THEY ARE RECEIVED.***

Illness

To protect your child, the staff, and the other children, we request that your child not be brought to the child care center when your child:

1. Shows any one of the following symptoms:
 - a. Sluggishness or unusual drowsiness without explanation
 - b. Extreme irritability or cries and cannot be consoled
 - c. Difficulty breathing
 - d. Diarrhea that cannot be contained by diaper or use of toilet (3 in one day)
 - e. Blood or mucus in stool
 - f. Vomiting more than twice in the past 24 hours
 - g. Mouth sores or drooling
 - h. An unexplained rash
2. Has an oral temperature of 101 degrees or more
3. Cannot participate comfortably in routine activities
4. Needs more care than the staff can give while they care for the other children.

Teachers will send home an "Illness Report" anytime they believe a child may not be feeling well.

We provide this information so you can obtain appropriate treatment and/or plan for the possibility of your child needing to stay home. If we send a child home sick (i.e. with any of the above symptoms), the illness report will indicate that the child should not return to the center until he or she is well or being treated by a physician and meets our other criteria for particular illnesses.

We post notices on the front door when children have been exposed to any communicable disease. We will care for a child that has symptoms of a communicable disease until a family member or authorized adult arrives.

After leaving a Center ill, the general rule is that a child must be free of symptoms and fever for 24 hours before returning to the Center. While there may be some rare exceptions, it is important that your child be well enough to participate in activities and also not be contagious. If an antibiotic is prescribed, your child may return after taking the medication for 24 hours if they are feeling better. We know this may be an inconvenience, but we also know that efforts such as these to contain illnesses benefit all of us. All families must have emergency plans established to care for ill children.

Medication

Medication will be given only after a medication permission slip has been filled out and the medication is labeled with your child's name. Medicine must be in an original container with your child's name and appropriate dosage on the label. We cannot administer the first dose of any medication. Kidzone Staff will not administer medication above the recommended dosage listed on the medication, do not ask them to do so. *Special note:* When filling a prescription for your child, ask the pharmacist to divide the medicine into two containers, one for use at home, and the other to be kept at the childcare center. No more trips back to the center at night for forgotten medicine!

Sick Days

Families must pay for all contracted care. The same bi-weekly rate will be paid each pay period, regardless of absence for illness or any other reason. Full time families have 10 no pay days each year to use. You must put it in writing two weeks in advance for the days to be used so that the office has a chance to put them in the computer.

When Your Child Is Absent

We ask that you always call the center to report your child's absence for whatever reason. Our staff needs this information to plan their day, and to talk with the other children about their playmate's absence.

EMERGENCY PROCEDURES

Injuries

Families will be contacted immediately if their child is hurt and requires special medical treatment. If we cannot reach you, we will contact the individual(s) listed on your emergency card.

Appropriate First Aid will be given while we wait for a family to arrive. If emergency care is required, we will call 911, and a staff member will accompany

your child to the nearest appropriate medical facility as indicated on your emergency card.

Families will also be notified for injuries that are not of an emergency nature (pinched fingers, bumps on head...) that might require a physician's consultation, but are not serious. We believe that these decisions should be made by each family individually.

Emergency information is required from each family in order that you can be immediately reached in the event of an emergency. It is your responsibility to keep this information up to date. When telephone numbers (home or work) or the names of people who can pick up your child change, please put the additions and changes in writing for the Director. Keep all information current.

Fire

In the event of a fire, the children will be evacuated from the center using the nearest exit and be removed to a safe place away from the building. All exits are clearly marked and each center practices regular fire drills.

Our centers are equipped with smoke detectors, fire extinguishers and alarm pull stations that are inspected regularly.

Tornado

During a tornado warning, the children will move to a safe area (e.g. Children's bathrooms. Children and staff will remain there until an all clear has been sounded by the city siren or over the radio (e.g. LMC security). This also means that children cannot leave with their parents until we have had an all clear to leave our positions. All centers practice tornado drills regularly during the tornado season.

OPERATIONAL INFORMATION

Snow Days/Inclement Weather/Building Emergencies

Kidzone South Haven, LLC will close when LMC in South Haven closes. Kidzone Benton Harbor, LLC will close when LMC in Benton Harbor closes. Please listen to radio stations the morning of inclement weather which announce school closings.

Calendar

Kidzone will be open Monday through Friday 6:00 am to 6:00 pm throughout the year, excluding Lake Michigan College closure week for Christmas and New year and the following College holidays: **Labor Day Recess** (first Monday in

September), **Thanksgiving Break** (fourth Wednesday, Thursday and Friday in November), **Winter Closure** (end of December, days vary each year), **Good Friday** (varies each year), **Memorial Day** (last Monday in May), and **Independence Day** (July 4). The Center is open between terms and during spring break. All Families will be charged for these Holidays and Closures. Full-time families will receive 10 “no pay days” that may be used at your own discretion (with notice) throughout the calendar year. A two-week notice is required to use these no pay days.

Tuition/Discounts

Tuition payments are due, as per your contract, regardless of a child’s absence for any reason. These include a child’s illness, family illness, vacations, doctor appointments, family’s days off work, etc, unless you have given 2 weeks notification to use some of your 10 no pay days.

Tuition is due bi-weekly on Monday, by 6:00 p.m. prior to service rendered. A \$25.00 late payment fee will be assessed for tuition payment not received by 6:00 p.m. Monday. If payment is not paid by Wednesday of that week, you will not be able to return to childcare until balance is paid in full. Because teacher’s salaries and expenses continue whether or not a child is present, there can be no discounts for vacations or absences. Non-payment of fees will result in dismissal from the program.

Payment is accepted in the form of a check or a money order or cash to be submitted in the tuition box. Our preferred method of payment is Tuition Express. This service will automatically withdraw from a checking/savings account or your debit/credit card. Anyone not using Tuition Express will be charged a \$5 handling fee per month. Your balance due will be located on the bottom of your child’s sign in/out screen on Procure. Special payment arrangements may be made, in advance, with the Director, if this causes a hardship to any family.

A \$40.00 fee will also be assessed for NSF checks returned from the bank.

Should you have a question regarding your balance, please do not hesitate to contact the Director.

There is a 5% discount on additional sibling on the oldest child enrolled.

Department Of Human Resources

Families who receive assistance from the Department Of Human Resources are responsible for payment of all fees not paid by DHS. You are responsible to keep

in contact with you DHS caseworker to stay active and have enough hours in your bank.

Tuition Fees

Rates

Full time: (Infant/Toddler Program)	160.00 per week
Full Time: (Preschool Program, in diapers)	160.00 per week
Full Time: (Preschool Program)	130.00 per week
Part Time: (School age Program)	4.50 per hour

Please see the tuition sheet for more exact tuition fees.

Enrollment Policy

What are your first steps to enrolling your child(ren) at Kidzone.

1. Tour our center to ensure it's the right place for your family. Appointments can be arranged anytime.
2. An enrollment packet will be given to you after your tour. All forms must be fully completed in order for your child to receive care.
3. A non-refundable enrollment fee of \$40.00 will hold a position for two weeks and due upon enrollment.

Priority for enrollment is given according to the following guidelines:

- 1st Children of students at Lake Michigan College and Western Michigan
- 2nd Children of faculty and staff employed by Lake Michigan College
- 3rd Community
- 4th Full time enrollment over part time enrollment

Admission

1. We serve children 2 weeks old to age twelve.
2. Kidzone does not discriminate against children from any ethnic background, race, color, sex, religion, disability or national origin.
3. The following is a list of forms that must be completed in order for your child to receive care:
 - A. Enrollment Form and a \$40.00 enrollment fee
 - B. Health Appraisal Form (current immunizations and a physical) signed by the child's doctor
 - C. An Emergency Information Card (both sides completed)
 - D. A signed Contract
 - E. Permission Forms

F. Family Handbook Receipt

It is the family's responsibility to ensure that the forms are properly completed with correct information and kept up to date. Families **MUST** review the forms once every quarter to ensure the information is current.

On the day of admission the family will be required to establish a set weekly schedule for care and additional care schedule changes will be accepted on a space available basis.

It is important that the parent spend some time with the child in her/his class prior to the first day of attendance.

Special Needs Care – Provider will accept and care for special needs children if the child's needs can be reasonably accommodated by the program. Each child will be evaluated individually.

Program Dismissal

1. If you choose to leave Kidzone, you must submit a written two-week notice. Failure to submit the written will result in the two-week tuition charge.
2. Not more than one week of tuition shall be left unpaid. At this point, your child(ren) may not return until full payment. We will not "save" your classroom space.
3. We have the right to dis-enroll your child if they do not comply with the policies of this handbook, classroom and center as a whole or is a physical or mental threat to others. We must maintain the best interest of the Kidzone program.
4. We have the right to dis-enroll your child if you as a family do not comply with the center or handbook policies.
5. Dis-enrollment may occur if we cannot meet the special needs of your child as we may not be trained to the extent needed for your child.

FAMILY COMMUNICATION and INVOLVEMENT

We believe you are the primary caregiver in your child's life. Your love and support are what develops the basic trust needed by your child in his or her immediate world. Through open communication, mutual respect, and cooperation with staff and families, we can better meet your child's needs and expectations. We realize that parental involvement is in direct correlation to children's achievement. Families can join teachers in a productive partnership in the following ways:

- (a) Family and Teacher Open House:

Two Open House conferences are scheduled during the year. At these conferences we will discuss your child's growth, interests, strengths, and needs. This will be a time to meet teachers and have a snack and ask questions. Conferences will be scheduled to best accommodate your work schedule.

(b) Phone Calls:

Teachers are unavailable to speak on the phone during class time. We suggest that all calls be made during rest time or at a previously arranged time best suited to the teacher's schedule. Some exceptions may apply.

(c) Notes:

Teachers appreciate notes alerting them to your child's needs or problems rather than discussing them at a moment that would interrupt their time with the other children. Please notify your child's teacher or the Director of any unusual events at home, i.e. new sibling or death in the family, etc.

(d) Volunteer:

Parents often have life experiences, special travel experiences, or a cultural heritage to share with their child's class. Please contact the center director or your child's teacher if you are willing to make a presentation.

(e) Special Events:

You are invited to participate with or assist your child's teachers with special requests, such as refreshments, decoration, and setup, etc. Please let your child's teacher know of your interest.

Newsletter

Monthly the Kidzone Korner newsletter will be put in your child's folder. Visit us @ www.kidzoneonline.com If we have a major change in any of our policies we will contact the parents with a 30 day written notice (sometimes changes may be effective immediately upon receipt) and be put in your child's folder.

Family Corner

Information concerning upcoming events, as well as a copy of the current newsletter and weekly lesson plans of curriculum are posted on the family bulletin boards. Also available are family and teacher communication slips, and drop in slips. A family folder is available for each family and each family is responsible to check it daily for correspondence. **READ BULLETIN BOARDS, FRONT DOOR, AND SIGN IN COMPUTER MESSAGES!**

Family/Teacher Communication

The teacher communicates with the family on a daily or weekly basis, either in written or verbal form. If you have any questions concerning your child's development or behavior, and it's not covered on the form, please address your child's teacher immediately. If you would like to have a family/teacher conference, you are welcome to set up an appointment with your child's teacher at any time.

Inappropriate Family Conduct

Kidzone staff expects to keep a professional and rational relationship with parents. Parents, whose behavior is inappropriate and unacceptable, will have grounds for dismissal. The following actions or behaviors will be grounds for parent's dismissal and child's dis-enrollment.

- Foul language, especially in front of children;
- Acts of violence, including assault and battery and spanking
- Harassment or threats against the staff, other parents or children;
- Possession of illegal substances or firearms;
- Verbal or physical abuse of any child;
- Indecent exposure

Child Abuse Reporting

As a licensed child care provider, we are required by law to report any instances of child abuse or neglect to the appropriate authorities. We will also report any instances in which there is a reasonable suspicion that abuse or neglect may have occurred. We take these responsibilities seriously and will report any actual or reasonable suspicions of abuse.

Policies and Procedures Modifications Rights

Kidzone has reserved its rights to make additions, deletions, and modifications to the center's policies, procedures and fees. A 30-day written notice will be given to families enrolled in the program. Such notice will not be applicable in the event of emergencies or licensing mandates.

Confidential Information

No confidential information will be released unless permitted in writing by the parent, or required by statute, court order, or a licensing mandate.

Website

You can view our center policies and our monthly newsletter online our address is www.kidzoneonline.com

MAKING YOUR CHILD COMFORTABLE

Here is a list of items to bring to the center to help your child be comfortable. **Please label every item.** We will do our best to keep track of everything that you bring, but just like at home, things do get misplaced and we cannot be responsible for replacing items. Families are responsible for laundering their child's naptime bedding. These will be sent home weekly. (Daily in wetting/soiling incidents)

Infants

- Prepared bottles labeled with your child's name and the date
- Infant baby jars for lunch
- Two complete changes of clothes
- Two pacifiers (optional)
- Blanket for nap times
- Diapers and Wipes

Toddlers

- Prepared cups, labeled with name and date
- Training pants (several pairs)
- Diapers and wipes if still using
- Two complete changes of clothes
- Blanket for rest time

Preschoolers

- Two changes of underwear
- Complete change of clothes
- Blanket for rest time

School-agers

- Change of clothes
- Water bottle for the summer months
- Sun block and/or bug spray for the summer months