

# Kidzway Learning Center Parent Handbook

Revised 4/17

## CACFP Program:

### USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

Kidzway Learning Center is licensed to provide childcare for children ages 6 weeks to after school age. The center does not discriminate in any of its policies or procedures with regard to your children or family on the basis of race, religion, sex, color, nationality or financial status. The following policy statements are made with compliance with the licensing requirements set forth by the Department of Human Resources.

Kidzway Learning Center is located within Hope Community Church in Frankfort at 5700 US HWY 127 S. Frankfort KY, 40601.

**Phone Number:** 502-607-0944 **Email:** [kidzwaylc@gmail.com](mailto:kidzwaylc@gmail.com) **Fax:** 502-875-0228

### **Tuition Pricing**

- 1 Full-time child.....\$135.00 per week
- Two Full-time children.....\$252.00 per week
- Three Full-time children..... \$362.00 per week
- Drop In Rate.....\$30.00 per day

Drop in service is only available to children who have been previously registered with Kidzway Learning Center and have all required forms and documents on file. Also, drop in service must be made in advance and will only be accepted if we have an available space and enough staff to cover the request on the given day.

### **Hours of Operation**

Kidzway Learning Center is open at both locations from 6:30AM until 5:30PM, Monday through Friday. If your child is picked up past 5:30PM, you will be charged a late fee of \$1 per minute after 5:30PM. No exceptions will be made to this rule, as we have to pay staff who are staying late. Kidzway is open year round with the exception of Holidays and inclement weather. Please see our Holiday Schedule and our Inclement Weather Policy.

### **Admission**

At the time of admission, a \$100 deposit must be made to hold your child's spot. This registration fee will go towards your first full week of care. This deposit is nonrefundable if you decide to not enroll your child. Any child attending the center must be registered properly before admittance, with completed registration records and an updated immunization record with valid expiration date on file before their first day.

### **Termination of Enrollment**

The center reserves the right to dismiss any child and terminate their enrollment if the child: is unable to participate in group situations, is excessively disruptive, consistently displays inappropriate behaviors towards teachers and/or students, or consistently bites

or brings harm to others. The center reserves the right to dismiss any family who interferes with the normal functioning of the center or does not pay their tuition costs. If we ask for the dismissal of a child/family, we will always give a two weeks notice so that future childcare may be found.

### **Open Door Policy**

We maintain an open door policy at Kidzway Learning Center. You are welcome to drop in at any time during operating hours. However, if you'd like to meet with the Director or a teacher, please call ahead to make sure they are in office and so that they can clear time to speak with you effectively. If you have an emergency or a concern that cannot wait until such a time, please call.

You are also welcome to visit your child in his/her classroom. Please keep in mind though, that it is sometimes difficult for children to see parents come and go in the middle of the day. Some children have a built in expectation that they are being picked up when they see their parents arrive out of schedule or routine.

### **Drop Off and Pick Up**

Children are required to be signed in at drop off and signed out when picked up using the official sign in/out sheet with time and initial. A signature is required on the sign in sheet at the end of each week. If a signature is not received, those who receive child care assistance will be liable for payment. If your child will be dropped off at the center later than 9AM, we must be notified in order to make an accurate lunch count and to plan for the day. The cut off time for drop off for the day is 11 AM. The only exception to this policy is if a child will miss the morning due to a doctor's appointment. At which point, they may be dropped off after nap at 2:30 PM if you've communicated that in advance and bring a doctor's excuse. This policy allows for our lunch and nap times to occur without being uninterrupted, as they are both vital to our kids growth. It can be very disruptive to our children resting, if a child is dropped off during those hours. All kids thrive on routine, which means if children can be dropped off and picked up around the same time each day they are more likely to adjust more quickly.

Your child will only be allowed to leave with persons whom you have listed on your child's registration form. If you'd like to add or remove someone to this list, you must notify us in advance in written form. We reserve the right to require identification of any person who comes in the center at any given time. This is for the safety of all our children and staff.

### **Late Pick up**

Kidzway Learning Center closes at 5:30 PM. There is a fee of \$1 per minute that you are late picking up your child. If you are unable to pick your child up by close, due to an unforeseen circumstance, it is your responsibility to call the center to notify us. It is also your responsibility to make arrangements for someone on the child's enrollment form to

pick them up. If we are not notified and your child is not picked up, we are required to call Child & Family Services.

## **Tuition Payment**

Tuition is due on a weekly basis and must be paid in full by the time of close on Friday. A \$15.00 late charge will be applied to your account on Monday, if payment isn't received by close of business Friday. Full payment is required regardless of the child's attendance for that week. Anyone who has not paid their total amount owed within two weeks will vacate their spot and may reapply once their balance is paid in full. If you would rather make payments on a monthly or bi-weekly basis, that must be communicated up front and approved by the Executive Director and be paid in advance. If you need help paying your balance, please communicate that with us, as we may be able to point you towards assistance programs.

We never want to terminate a child's enrollment or disrupt a child's routine and we are willing to work with you if a situation arises where you are not able to make your childcare payments. However, we can not help you and will terminate enrollment if you don't communicate these issues with us. Communication is what makes any trusting relationship work and we want to have that with all of our children and families.

## **Child Care Tuition Assistance Program**

If you are needing assistance in paying for your child's tuition, please speak to one of our Directors. They can put you in contact with the Child Care Assistance Program who will determine your eligibility.

If you are currently receiving assistance through the State's Child Care Assistance Program, please remember that you are contractually bound and must adhere to all the rules and regulations set forth by the program. It is your responsibility to correctly fill out sign in/out sheets and keep your paperwork up to date with the Child Care Assistance Program. If you do not fulfill your part of the program, you will be responsible for paying for your child care costs in full. If there are changes to your rate of pay, work schedule or any other factors pertaining to the program, you are responsible for contacting your subsidy caseworker. We must have a contract on file from your subsidy worker before determining an altered co-pay. You are personally responsible for paying any cost of tuition not covered in full by the CCAP. If your child is absent for more than 5 days at a time in any given month, you are responsible for the full payment of those days that CCAP does not cover.

## **Attendance**

There is no reduction in rate because of absences. We do ask for a two week notice prior to the withdrawing of your child. If a child is withdrawn from the center without a two week notice, you are still responsible for those two weeks of payment. You forfeit

your child's spot at Kidzway Learning Center if your child is absent for two consecutive weeks without prior communication.

Also, while not a requirement, please take the time to notify us when your child will be absent due to illness or personal day. We care about your children and appreciate being notified if we should not expect them that day.

### **Shutdown and Holidays**

Kidzway Learning Center will be closed one week in the summer for Hope Community Church's VBS (usually the 2nd full week of June). Tuition is not charged for this shutdown week.

The following holidays will be observed so that staff and children of the center may spend time with family:

- MLK Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- 2 Days for Thanksgiving
- 2 Days for Christmas
- New Years Eve & Day

Please be aware that we may adjust Holidays or the days we are closed based upon how the Holiday falls on the calendar. We will always notify you in advance of this and hand out a Shutdown Schedule at each New Year. Payment is still required during scheduled Holiday shutdowns. We do not charge for days when we have to shutdown due to inclement weather.

### **Inclement Weather & Closings Notifications**

In the case of inclement weather, Kidzway Learning Center may open on a delay or on the rare occasion close when traveling could pose a safety risk to our families and/or staff. Additionally, if severe or inclement weather occurs during the day and traveling conditions could become hazardous, the center could close early.

In the case of extreme weather conditions, Kidzway Learning Center will post announcements on the Lexington TV channel WKYT27, make a post to our Facebook page and send out a one-text to our parents. If you would like to sign up for our one-text program and receive Kidzway Learning Center notifications, please use the following link: <https://www.remind.com/join/kidzw> or text kidzw to 81010.

## **Immunization Records**

A valid immunization record must be on file at or before your child's first day with Kidzway Learning Center, this is a state regulation. The immunization record must be kept current or your child's enrollment must be terminated. If you wish for your child to not be vaccinated or on a delayed vaccination routine, we must have this in writing from your Child's Primary Care Physician.

## **Health & Illness Policy**

The safety and wellbeing of our children is the number one priority at Kidzway Learning Center. **That being said, we ask that you please keep your child at home if they have been sick the night before or the morning of with the following active symptoms:**

- **Fever (oral temperature of 101 or above)**
- **Diarrhea (two or more loose bowl movements in a 2hr span of time or a "blow out" not associated with diet changes, allergies or medicine)**
- **Undiagnosed rash**
- **Vomiting or present stomach pain**
- **Mouth sores**
- **Red, swollen and/or infected eye**
- **Symptoms of a severe illness (uncontrollable coughing, lethargic, persistent crying or wheezing)**
- **Strep Throat until 24 hours after initial antibiotic treatment and fever free**
- **Head Lice (must be treated and have a note from the Health Department)**
- **Any other communicable illness (ex. hand, foot & mouth, chicken pox, scabies, impetigo, etc.)**

We know it can be difficult to take off work or make arrangements for children when they are sick and that's why it's not our intention to exclude children who are mildly ill. However, we also don't want to allow kids who are truly sick to stay at the center. We rely on our parents honesty and open communication about the condition of their child's health. The staff are always monitoring the health of our kids and will ultimately decide if a child is too ill to attend.

We are continually looking at/for:

- How your child is doing participating in our daily schedule and activities and if they have symptoms or illness that interrupts this.
- If an illness is requiring a greater need of care than a childcare staff can provide
- Fever or any symptoms above that become present or gradually worse

If a child should develop any such symptoms while at the center, the parent or guardian will be contacted by phone immediately. If we can not reach either parent/guardian, the next person on the child's pick up list will be contacted. If we determine your child is too sick to stay at the Learning Center, we expect them to be picked up as soon as possible

and no later than a hour from when we called. The child may return to the Learning Center after 24 hours from the point of antibiotic treatment and/or being symptom free or with a written excuse from their Primary Care Physician. **Please notify the center if your child has contracted a communicable illness** (chicken pox, ring worm, strep, pink eye, etc.) so we can notify parents of their child's potential exposure. There may be occasions when we will call to notify you that your child is starting to not feel well, has started to run a low grade fever, or has had a single incident of vomiting or diarrhea, so that you can start to plan accordingly. We reserve the right to ask for a doctor's excuse upon the return of your child after an illness.

## **Medications**

We do not administer medications at Kidzway Learning Center. The only exception to this rule is an Epi Pen, sunscreen and diaper rash cream. These will only be administered or applied upon receiving proper documentation and they must be labeled with the child's full name.

## **Injuries and Emergencies**

The staff and teachers of Kidzway Learning Center do everything in their control to prevent injury to the children in our care. There are occasions when an accidental bump or bruise may occur due to children growing and learning the world around them. In these cases, staff will evaluate the child's injury and administer the appropriate first aid. This may take the form of TLC, an unwarranted band-aide, the cleaning of an area with soap and water, ice pack or bandage. In any case where additional first aid is needed, we will call and notify you of the situation. All accidents or injuries are documented by staff and must be signed by the adult picking up the child. A copy of this report is sent home and the original is kept on file at the center.

In the case of a severe injury or medical emergency (anything requiring medical attention beyond the first aid training of our staff) emergency personnel will be called first. We will then immediately call a child's parent/guardian. If parents/guardians cannot be reached, calls will be made to the individuals listed on your child's contracted pick up list. A staff person who is familiar with your child will accompany them to the hospital and wait until you or an emergency contact person arrives.

Our emergency procedures and evacuation procedures are posted throughout the center. An emergency preparedness plan for parents/guardians will be sent home to look over and sign on an annual basis. In the case of an extreme emergency that would require the closing of the center, parents will be notified through the one text system.

## **Child Abuse and Neglect**

Kidzway is **required by law to report all signs or indications of child abuse and/or neglect**. If staff suspects either situation, it will be reported to the appropriate agency/agencies and emergency personnel if needed. By state regulations, a staff member

does not have to report any suspected case of abuse or neglect to the childcare facility's director as long as it is reported to the Cabinet for Human Resources. However, our policy is that we strongly recommend and ask that staff inform the Director.

## **Discipline**

Our staff takes a constructive and positive approach to discipline. We want to ultimately help children learn to decipher between good and bad choices, recognize the consequences for their actions, and take responsibility for their choices. We realize each individual child and situation needs to be taken into consideration when determining what works best for them. We fully realize what may work for one child, may not with another. The following discipline techniques may be used with your child: redirection, anticipation, modeling, natural consequences, elimination of potential triggers, and teaching children how to resolve conflicts on their own in an appropriate manner. Removal from the group will be used in severe situations that include hurting someone or themselves or persistent defiant and disruptive behavior. This allows the child time to calm down and gain control.

If a child displays an unprovoked act of aggression (biting, kicking, punching, etc.) toward someone else, a phone call will be made to the parent/guardian. If the child displays another unprovoked act of aggression within the same day, a phone call may be made for you to pick up your child within the hour. If a child is consistently demonstrating an aggressive behavior or discipline problem we will document these occurrences. At that point, a parent-teacher conference will be held to discuss the situation. We desire open communication with our parents, as you know them best. We want to take every opportunity for your child to succeed and work with you to handle certain situations. At the time of our meeting, we will schedule a followup meeting in two weeks to discuss any progress we've seen or to make alternative plans. If at that time behavior has not improved, we may refer you to seek professional assistance. We will only do this if we feel we've exhausted our own abilities and it's in the best longterm interest of your child. If outside help is not sought out or communicated to us within two weeks or if professional help is sought and no improvements in the child's behavior is made, then alternative childcare must be made and our contract will be terminated. We work closely with state mentors who help us to address classroom management concerns and can offer advice during these situations.

**Under no circumstances will children be subjected to harsh or physical punishment, humiliated, threatened, shamed or frightened. Discipline is never associated with a child's rest, toilet training or food.**

If as a parent, you have a concern about *another* child's behavior, we ask that you please communicate that with your child's teacher or one of the Learning Center's Directors. We feel it is unacceptable for you to approach a child or his/her parents in an effort to deal with a situation pertaining to the center. If you have such a concern, please talk directly to our staff and we will work together to resolve the problem.



## **Biting Policy**

Since it is not uncommon for young children to go through a period of time where they turn to biting, we have a policy specifically for that. Children tend to bite for several different reasons: teething, attention, out of frustration, a lack of ability to communicate, or out of hunger/tiredness. That being said, it is very common for children in childcare to either bite or be bitten at some point in time and unfortunately possibly more than once.

The teachers of our younger children are used to minimizing and stopping biting from occurring. Some things we do at Kidzway to minimize biting are as follows:

- Closely shadowing a child who is biting so that they can be redirected quickly.
- Using supportive language like, "Biting hurts our friends" or "God gave us teeth to use for eating".
- Having parents provide special teething rings or necklaces for kids to chew on throughout the day.
- Observing to see if there are biting patterns.
- Openly communicating with parents about biting and providing information on it.

It is still our responsibility to maintain a safe and healthy learning environment for ALL children in care. If your child is being bit or is biting, we will follow these guidelines in dealing with the biting habit:

- If a child bites more than twice in one day, then they will be sent home for the remainder of the day
- If at any point the skin is broken due to a bite, then the child will be sent home immediately and a call will be made to the other child's parents to notify them of the bite
- If a child has been sent home due to biting more than twice in a week's span of time, a parent-teacher conference will be made to create a plan of action.
- If after the conference, improvement is not seen the parent will be required to temporarily remove the child from the center for two days.
- If after the two day removal, the biting is still an issue, our contract will be terminated.

## **Custody or Pickup Issues**

If there is any problem concerning the custody of a child, a copy of the court agreement regarding the legal custody must be presented to the director and a copy will be kept on file. The center will not be placed in the position of either arbitrating a child's departure or a parent's visitation rights. We can not legally hold a child from their parent, no matter what personal issues parents have with each other, if we do not have court ordered documentation.

We are in contractual agreement with whoever signs a child's Kidzway Learning Center contract. That person or persons is responsible for payment regardless of custody agreements related to childcare payments between individuals. It is not our responsibility to contact/receive payment from someone other than who has signed our

contractual agreement. End of the year statements will be given to whoever we are under contractual agreement with.

Out of the safety of your child, if our staff feels like you or another authorized person is in an altered state at the time of pickup, we will ask that another person on the authorized list please be called to pickup the child. If we feel like our staff or children are in immediate danger, we will call emergency personnel and contact Child Services.

### **Personal Articles**

We ask that each child have the following at the center as needed: sheet, blanket, and two pairs of seasonal appropriate and bottle/cup. All items should be labeled with the child's first and last names. We are not responsible for articles that are not labeled upon their arrival at the center. We ask that personal toys, stuffed animals, or treasured personal belongings stay at home and we are not responsible for items that are brought in that may become lost or broken.

### **Clothing**

Each child should be dressed appropriately for play when entering the center. Washable play clothes are most suitable. Because of art, floor activities, and outdoor play there could be considerable wear on clothing. We require shoes to be worn and they must have a closed toe and back. Weather permitting, your child will be allowed outdoor play, please make sure they have adequate clothing.

### **Meals and Snacks**

The Center is enrolled in the Child and Adult Care Food Program that provide guidelines for child nutrition. Each child enrolled has a meal made available to them. Children are served a light breakfast, hot lunch and afternoon snack. Each meal is served with age appropriate milk, with water being substituted at snack on occasion. Please make sure your child has been fed prior to being dropped off at the center if you plan on arriving after breakfast or lunch. Our lunch is catered in from an outsourced food service with a menu posted weekly.

With our enrollment with the Child and Adult Care Food Program, we are required to follow certain food regulations and requirements. This means, parents are not allowed to restrict their child's diet based on dislikes or presumed allergies. We do allow food substitutes based on medical or religious reasons. Any child requiring a special diet due to medical reason MUST fill out our form regarding food allergies and intolerances. It must be signed by your child's medical professional. The parent then must list or provide an appropriate substitute after communicating and getting approval with the Director. Outside food or drink are not permitted unless prior permission has been given from the Director. Unless we have a doctor's note your child will be served all of our food components (including milk).

We unfortunately can never accept homemade foods (cupcakes, cookies, etc.) to be given out to classes of children.

## **Rest**

Children will have a supervised rest period each day. The length of the rest period will be sufficient for the age of the child and number of hours spent at the center.

## **Parties**

We understand that birthdays, holidays and special life events are exciting to celebrate. We hope to join in on those celebrations at times with special activities, projects or events. We always enjoy and encourage parent participation and involvement. If you'd like to donate special treats for an occasion, these are welcomed as long as it is approved in advance by the director. However, **any treats brought in must be store bought and in the original packaging.**

## **Staff Qualifications**

We feel as if the most important characteristics our personnel can have are: having the love of Christ, genuine concern and respect for children and families, a concern for safety, love for learning and teaching, and flexibility and willingness to promote teamwork and communication. Staff members will receive specific and ongoing training in childcare development and professional development. All employees must have a high school diploma or GED and receive at least 15 hours of ongoing education in a year. We also require our lead teachers to either have or obtain their CDA (Child Development Associate Credential) within 18 months of working for us. Our staff also receive periodic evaluations from leadership and STARS educators.

Our center is staffed by professionals, students and volunteers with varying degrees of education and experience. All full time staff members are certified in CPR and First Aid. All adult staff, students and volunteers have had a criminal and CAN (Child Abuse and Neglect) background check. Student workers, interns, and volunteers supplement the staffing and assist with the implementation of the program and are not required to the same high level of training.

## **Christian Environment and Curriculum**

Kidzway Learning Center provides Christian care and education from Christian caregivers. Biblical principles used in our everyday lives will be taught and exemplified to your children (ex. prayer, pointing to Jesus in our behavior and in how we love and treat others). We use a scripture centered curriculum called the Gospel Project with everyone at our center from infants to after school care. It is our hope, that through this Gospel centered teaching and through your discipleship that your children will come to know Jesus at an early age.

## **Parent Communication and Concerns**

We value the relationship and communication we have with our families as we serve you and your children. We encourage an open line of communication and gladly receive any input, encouragement or concern you may have. Through openly communicating with us and your child's teacher, we are able to love your child in a greater way. If there is something that will change or is changing in your child's life, we encourage you to communicate that with us. Life changing events like: new siblings, divorce, new marriage, death of a friend/family member, changes in health are all events that can effect the development and behavior of your child. We can better care and walk along side your and your children if we know these things.

On our end, we promise to receive any communication openly. We also will share information with you about your child's day. Please know that while we may want you to be aware of certain situations or behaviors occurring at the center with your child, we are not placing blame. We just want you as a parent or guardian to be aware of what is going on in the classroom as it pertains to your child.

We understand that parenting is difficult and that you are your child's biggest advocate and want what is best for them. If you have a concern, know that Kidzay staff care greatly for your children and want you as parents to feel greatly satisfied with the care they are receiving. Please, talk to teachers directly when possible about your child's day, development and any concerns. When you express a concern with your child's teacher, we can be more conscientious about improving any issue. If you prefer to talk with the Director, understand that they will need time to look into the situation and talk to the teacher directly about your concern so that any mistakes can be corrected and improvement in their performance can be made. If you have a problem or concern with one of our Directors, please communicate that. Kidzway Learning Center's Executive Director shall investigate and arbitrate all grievances related to the director. We always want to promote an open and healthy line of communication between our staff and parents. Please feel free to contact us with any questions, concerns or encouraging words. The only way for us to know and better our center is by receiving feedback from our parents and families. We depend a great deal upon the participation and concern of our children and families.

## **Our needs from you as Parents/Guardians**

- First and most importantly, pray. We pray for our center, staff, kids, and families on a daily basis. Please be in prayer for us too! We want Kidzway to be a safe haven for kids to know and walk with Jesus from an early age.
- Take an interest and stay informed about what's going on at Kidzway Learning Center. Read letters, e-mails and one-texts that we send out. Be aware of informational signs hanging up at the center and take a moment to read the bulletin boards and talk with our staff! Check your child's cubby, ask about what they are learning and join us in that! We don't send information home if it's not important!
- Focus on your child at drop off and pick up. Be a role model and take the time to help them adjust to their environment. Be in communication with their teacher about any information we need to know to make their day go smoother and ask about their day before taking them home.
- Communicate! We want an open line of communication with our families. We want to get to know you and want you to take the time to get to know us! We are invested in our families and children.
- Pay your childcare tuition on time. We are providing you a valuable service that you and your child depend on. We deserve prompt payment, just like you would with any other service provided to you.
- Be respectful of staff, other families and the Learning Center's rules and policies.
- Address concerns in a respectful manner and to the appropriate person - not other parents. We vow to listen and help any situation we can but can only do this if we have open communication with our families.
- If your child is sick, keep them home. We want to keep everyone as safe and healthy as possible, but need your help in doing this.

## Handbook Acknowledgment

I, \_\_\_\_\_ acknowledge that I have received and read Kidzway Learning Center's Handbook. I understand the rules and expectations of the Center and will follow the policy and procedures in place or communicate about any questions I may have about them.

Signature \_\_\_\_\_

Date \_\_\_\_\_