

## **Handbook Interpretation:**

The policies in this handbook supersede and replace all prior published and unpublished policies. The information in this handbook should be helpful in familiarizing families with All About Kids policies. However, this handbook cannot anticipate every situation or answer every question about Child Care. Neither this handbook nor any provision in this handbook, constitute a contract of care or any other type of contract. All About Kids must demonstrate flexibility in the administration of policies and procedures when such action is deemed necessary. This handbook is therefore subject to change at the sole unilateral discretion of the owners of All About Kids. We hope the contents of these pages will help you adapt to your new surroundings and to the policies which are applicable to you. Knowledge of the policies and practices of All About Kids is very important to your child's care. Please acquaint yourself with the handbook and keep it handy for reference. Should you have any additional questions, please ask the Owners or Site Director. As the ideals and practices in this handbook are upheld and continued, we will work together with one interest.....**CONTINUOUS QUALITY IMPROVEMENT.**

## **OUR PURPOSE:**

The mission of All About Kids is to ensure that each parent has the peace of mind that your child is being properly cared for in a safe, nurturing, stimulating and fun environment while they are in our care. The All About Kids programs provide quality childcare for children of working parents at affordable prices. We know how important it is to find childcare you really trust, and a preschool that exceeds your expectations. **That's why we're here!** We will provide a range of activities offering children the opportunity to experiment and learn through activities such as sand, water, paint, construction and imaginative toys, music and movement and many more additional activities as opportunity arise. Our guiding principle is to help your child master the skills needed to succeed in school and in life. ***We will strive to provide a well-rounded program that focuses on the health, safety and development of the whole child.***

## **HOURS OF OPERATION:**

All About Kids is open 6:30AM to 5:30PM, Monday through Friday. It is important that these times are adhered to. If the Parent/Guardian is late picking up their child, they are responsible for notifying the center as soon as possible so that arrangements can be made and appropriate fees will apply as laid out in our Late Pick-Up Policy.

## **ENROLLMENT POLICY**

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. **No Exceptions.** This is to ensure that your child will get the very best care possible from our center and also meets the requirements for the State of Tennessee Department of Human Services Licensing Requirements.

### **The required forms are as follows:**

- Child Application
- Child Care Consent
- Child's Developmental Health History Form
- Acknowledgement of Policies Form
- Parental Consent for Emergency Care and Transportation Form
- Child Pick-Up Authorization Form
- Discipline and Behavior Management Policy
- Non-Prescription Medication Record Form
- Contract and Rate Agreement Form
- Preschool Immunization Certificate (if not started Kindergarten)

You are required to keep the office informed of any change in addresses, telephone numbers (both personal and work), and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of the forms, please feel free to ask.

## **ANTI-BIAS**

We will not discriminate in relations to admission on the basis of race, creed, color, national origin, religion or sex, age or ability. We believe that differences are to be valued and we integrate anti-bias concepts into our programming for the children.

## **SUPPLES**

Parents must provide the following as applies:

- Large pack of Disposable Diapers
- Wipes
- Full change of seasonally appropriate clothes
- Bottles, Formula etc
- Lunch and Snacks

## **PERSONAL BELONGINGS**

Sometimes children feel proud to bring something from home to share with their friends. We are not responsible for any loss or breakage of your child's personal items, so keep treasured items at home. All personal items must be clearly marked with the child's name. Little ones may naturally have a difficult time sharing with others, and it is even harder with their own special toys. If a child has brought a toy from home and is not able to share it, they will be expected to keep it in their cubby. Exceptions being their security item which they are not required to share and may keep with them for comfort and naptime.

## **FEES & CHARGES**

There is a \$50.00 Registration Fee upon submitting your child's application. Each following year there is an Activity Fee of \$50.00 due.

## **FEES & DUE DATE**

Your fees will be contracted in your Fee & Rate Agreement Form. Fees are to be **paid on the Friday before each week of care or the Monday of the week of care**. If it is not received by pick up time on Friday, there will be a \$10.00 late fee added to your account and a \$5.00 per day fee each day afterwards until the balance is paid in full. Repeated late payments can result in termination of the Child Care Agreement.

## **TUITION AND FEES**

It is our desire to provide the highest quality childcare experience possible. However, the cost of providing childcare necessitates the payment of fees.

1. If there is a problem, contact us immediately. We will try to find a way to help you.
2. After the fees are five working days late, you will be notified of the status of your account (fee due, late charges etc...) by way of a payment reminder or a registered letter.
3. If we do not have payment by 10 school days from the date the payment was due your child will be dropped from enrollment and subject to fees and penalties.
4. If your fees are not paid and no payment arrangement has been agreed upon, after 15 school days from when the payment was due, the collecting process will be started.
5. If you choose to withdraw your child from our program you must follow the procedure described under "withdrawal Policy" or incur any additional charges and fees applicable.

## **ALTERNATIVE PAYMENTS**

Payments for childcare must be paid each week. If a reason warrants making alternative payments; that must be in approved by the owner & director and will be put into writing to be signed by both parents and/or guardians. If the alternative arrangement is not followed, your child will be dropped from the roll. If the outstanding totals are not paid promptly, all available methods of collections will be sought.

## **RATE INCREASE**

We will attempt to keep our prices the same. But to provide quality Child Care there might have to be increases as the years pass. All About Kids may change the agreed upon rates by supplying the Parent/Guardian with four weeks written notice.

## **RETURNED CHECKS**

All checks are to be made payable to All About Kids. If a check is returned to us for non-sufficient funds or for any reason, you will be required to pay a \$25.00 Return Check Fee. A cash payment of the due fees, as well as the penalty charges incurred is due the following day. If the bank returns 2 checks, we reserve the right to demand that all future payments be made in the form of cash only.

## **ARRIVALS & DEPARTURES**

Children are to arrive dressed and fed (unless arriving just before a mealtime). It is normal for some children to have difficulty separating from parents, or cry when being dropped off. Please be very brief during drop-off times; the longer you prolong the departure the harder it gets. When a smile, cheerful good-bye kiss, and a reassuring word that you will be back are made routine, your child will grow to understand what to expect from “goodbye time” and build confidence that you will return.

Only a parent, guardian, or other authorized person may pick up your child. If a person shows up to pick up your child and is not on your emergency contact/authorized persons list, they will NOT be allowed to remove the child from the center. If someone other than the parent is to pick up the child, please notify the office ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if a teacher does not know them, they will require photo identification. This is simply a measure taken for your child’s protection.

## **LATE PICKUP**

Each night we will close at 5:30PM. Each parent or guardian is responsible to make sure that their child is picked up by this time. If a child is late being picked up, a fee of \$1.00 per minute will be charged. That payment is due immediately when your pick up your child. Repeated late pickups can result in termination of the agreement for Child Care.

## **ZERO TOLERANCE**

Under no circumstances will a child be released to anyone whose actions may put the child at risk. If anyone, even a parent, attempts to pick up a child who seems to be under the influence of alcohol, illegal drugs, or any medication that impairs your ability to operate a vehicle or care for your child, we will have to ask that you make other arrangements for someone else to pick up the child. If you or that person insists, we would have no other option, but to call 911.

## **SIGNING IN & OUT**

We are required to log when parents drop off & pick up each day. A sign in/out sheet, pen, and a clock are located in each classroom. This gives us a written record of each child's attendance, hours, and the person who brought / picked up the child each day. We ask that each parent sign the log both in the morning and each afternoon. You must walk into the building or playground to sign your child in or out. ***(This is a requirement under the Licensing Rules & Regulations of Tennessee Department of Human Services.)***

## **ABSENCES**

There will be no refunds or adjustments made to your child care fee for your time missed due to holidays, days off, or if your child is sick. A spot is reserved for each child that cannot be filled on a short-term basis.

If your child becomes ill during care and a call has been placed for you to pick them up, full payment is still required. If you are in question of whether or not your child is too sick to attend, check our Illness Policy or call. If they cannot participate in our daily activities they should be at home. Granted sometimes children becoming ill is not convenient for parents but you wouldn't want your healthy child exposed either.

## **DAILY SCHEDULE**

Young children, toddlers and babies enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allow the children to anticipate coming events, and aids in achieving a variety of goals. Each month a Monthly Calendar of Events will be posted and a copy sent home. This will help in keeping you informed of what we are working on.

## **NAPS & QUIET TIME**

All children are required to lie down for a rest period in the afternoon from 12:00 -2:00 PM. All children must nap, rest, read or play quietly during this period. Children will be resting on their beds for 1 full hour, those who do not sleep will be offered a quiet activity after an hour of quiet rest time. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not real happy when they go home in the evening. Naptime is also the time that teachers get their breaks and do paperwork, fill out daily notes, and do activity planning. If your child has a special blanket or stuffed animal that he/she sleeps with, please send it along. I would ask that you please avoid picking up or dropping off your child during naptime if at all possible. Please send a favorite blanket for your child to sleep with on Monday, the blanket will be sent home to be washed on Friday.

Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months children usually drop down to one nap per day. At this time, we will attempt to put them on the schedule nap/rest period.



## ACTIVITIES & CURRICULUM

The main goal of this childcare is for children to have fun, improve social skills, and be given opportunities to explore their environment and discover their potential. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing. Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or mealtimes. Check our bulletin boards for documentation of child's play that will include photo's of play along with a detailed write-up of their play experience that explains its developmental significance.

## INDOOR & OUTDOOR PLAY

**Indoor Play:** We provide a variety of age-appropriate toys for indoor play in each classroom. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with clean up, when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, children are encouraged to tidy up their activity before choosing a new one. They will be show how to put those things away before selecting something else.

**Outdoor Play:** We play outdoors frequently. Please make sure that your child has outdoor clothes (appropriate for the weather) available at all times. Our activities will include taking walks, playground (swings, slide, etc.), water play, sand play, bike/toy riding, and more. During spring and fall, our outdoor play will probably range from 20 – 45 minutes, and in the summer it may be two hours (broke up throughout the day.)

# BEHAVIOR MANAGEMENT

Our behavior management philosophy is that children need guidance, understanding, and a few easy-to-follow rules in order to learn appropriate behavior. It is our policy to help children learn appropriate behavior by establishing clear limits, explaining those limits in a positive way, and by using a combination of behavior management strategies when dealing with behavior. We achieve this through consistency.

## **The following behavior management strategies are used:**

- Encourage children to solve problems themselves
- Intervention and discussion/problem solving
- Re-direction to another play area
- Loss of privileges or Time Out
- Play independently with a quiet activity

We stress two main patterns of behavior: respect for others and respect for property. Our 3 simple rules, used by the children:

1. You may not hurt yourself
2. You may not hurt others, and
3. You may not hurt things, furniture, toys, etc.

If we feel there is a chronic behavioral issue that needs attention, we will let you know so that you and the teacher are handling it in the same way and your child has continuity in discipline between their time with us and then at home. These types of behaviors might include such things as biting, use of bad words, chronic hitting, etc.

Together, we will try to find a solution, however, children who cannot be managed using these measures and are consistently presenting a discipline problem for their teachers will be required to withdraw from care; for the safety and well being of all. Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling, restraining or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

## **DAMAGES**

We believe that children should be taught respect for other people's property, and if your child damages the center's property or another child's property intentionally or because of excessive roughness, you, the parent/guardian, will be responsible for replacing it.

## **CUSTODY/DOMESTIC CONCERNS**

As your childcare provider, we need to be made aware of any and all concerns regarding your child. If there is a custody situation and one parent is not allowed to pick up the child, we need to have a copy of the court order on file. Without that, we will have to release your child if the parent arrives. Also, if you are concerned that a person may attempt to remove your child from our care without your authorization, we need to know that as well so we can best decide how to handle the situation and not place anyone in harms way.

### **Joint Custody/or No Court Documents**

When both parents are actively involved with the child but not living together as a family, we are bound to work with both parents equally. Each document will be signed by both parents and both will have to agree on who is allowed to pick up the child. **We are here to only care for the child, not to take sides.**

# HEALTH POLICY

If you have any doubt to whether your child can participate in our daily activities, please keep him/her home. If your child becomes ill while you are at work, we will contact you and separate them from the rest of the group. You will need to make arrangements for someone to pick up your child within 30 minutes of the time we call.

## SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE

- Fever: Fever is defined as a temperature over 100.1F taken in the ear. A child needs to be fever free for a minimum of 24 hours before returning to childcare; that means the child is fever free without the aid of Tylenol or any other fever reducing substance.
- Diarrhea: Runny or watery stools, or 3 or more loose stools within a 4 hour period. As for infants with fevers and/or diarrhea and as it pertains to teething, we will only accept a child with these symptoms back into care after the child has seen a doctor and a note is sent from the doctor stating that these symptoms are due to teething only.
- Vomiting
- Runny nose: Your child may be brought to care if he/she has a common cold (slight cough, clear runny nose, occasional sneezing). Discharge of any color other than clear is not acceptable in childcare.
- Runny and/or Crusty Eyes: Water, matted, and/or red/pink eyes are not acceptable in childcare.
- Unexplained Rash
- Excessive Crankiness: Child is irritable, excessive whining or crying, wants constantly held, or requires more attention than a teacher can provide without jeopardizing the health, safety, or well being of the other children in our care.
- Please also refer to All About Kids' Illness Chart for Parents for more detailed information on symptoms and length of removal of child from the facility.

Your child cannot be permitted into childcare if he/she has had any of the listed symptoms within the last 24 hours. A sick child should be allowed to recover fully after an illness so that other children in the group do not risk exposure and so that the child is able to fully participate in childcare activities. If you are unable to remain at home with your sick child it will be necessary for you to make substitute child care arrangements at your own expense. If your child becomes ill while in our care, we will notify you immediately. You are required to pick up your child within 30 minutes of notification. If you cannot be reached then your emergency contact will be called. We reserve the right to determine when a child should be sent home due to illness. Children may return to care 24 hours after symptoms of illness end or with written authorization from your doctor stating the name of illness and when child may return to group care.

If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. He/She will be isolated from the other children and given special attention and comfort until you arrive. Your child will be accepted back into care when no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for.

Further, there are times when a child is not that ill, but is terribly uncomfortable, and really needs some “one on one”. At those times we strongly urge you to consider keeping your child at home.

## **MEDICATIONS**

We can administer medications, but only those that are prescribed by a physician to be giving during the times of care. (In other words, if the medicine is prescribed to be given once or twice a day – it can be arranged to give at home. – If a medicine is prescribed to be given three or more times a day or at a specific time and it is during child care times then we will give the medicine.) Parents are required to fill out the proper forms and to supply all medication in their original containers.

# Health Policy and Guidelines Illness Chart

Please review the guidelines very carefully when deciding if your child is able to come to school. If your child has any of these symptoms they are to be excluded from care for the time given in the outline as directed by the State of Tennessee Department of Human Services.

<b>CONDITION</b>	<b>CHILD CENTER POLICY</b>
Chicken Pox	Excluded until lesions are dry and scaly.
Conjunctivitis (Pink Eye)	Excluded the entire next day. Treatment must have been in progress for 24 hours before child may return.
Croup	Excluded entire next day. Must be free of symptoms 24 hours before child returns.
Diarrhea (2 loose watery stools in 4 hours)	Excluded entire next day. Must be free of symptoms 24 hours before child may return.
Fever (101 rectal, 100 oral, or 99 axillary)	Excluded the entire next day. Child must have been free for at least 24 hours before returning. Child may return the next day with doctor's written statement of diagnosis of ear infection, sinusitis, and mycoplasma if fever free.
Head Lice, Scabies	Child may return to center after treated, but must bring a note from the doctor or health department certifying child may safely return.
Mumps&Measles	Excluded 24 hours after symptoms are gone.
Strep Throat	Excluded the entire next day. Treatment must have been in progress at least 24 hours before child may return.
Vomiting	Excluded the entire next day. Child may return 24 hours after last episode.
Thrush	Treatment must have been in progress 24 hours before child may return.

## **MEDICAL EMERGENCIES**

In case of EMERGENCY, we will administer the necessary first aid. If needed, your child will be transported to the hospital designated on your Emergency Transportation Authorization form. **YOU WILL BE NOTIFIED IMMEDIATELY.** If you or your Emergency Contact are unable to be reached and a situation arises where we fear the safety of your child (such as a child's temperature reaching past 103F, uncontrollably bleeding, etc.) then your child will be taken to the hospital designated on your Emergency Transportation and Treatment Authorization Form. If an ambulance transports your child, the cost of the ambulance will be your responsibility.

## **IMMUNIZATIONS**

Health and Immunizations Records must be current at all times and signed by a health care provider. All About Kids' records will be examined annually by the Health Department and our license may be withheld if the children's immunizations are not current.

## **PERSONAL & FIRE SAFETY**

The State of Tennessee mandates that we must a personal safety unit, the one we will use is entitled "Keeping Kids Safe". This unit will be taught during the months of February/March. The curriculum is designed to make children aware of dangers and problems situations and how to follow basic safety rules. The concepts of this curriculum cover children's self esteem, teaching them skills to protect themselves in a wide variety of situations, and preventing child abuse. In January we will hold a parent meeting to give you more information concerning this unit. For Fire Safety, we have a written fire evacuation plan and practice fire drills with the children at least monthly. In addition, we incorporate fire safety curriculum bi-yearly. We are also mandated by the State of TN to report any suspicion of child abuse to the Department of Human Services.

## **CENTER DISASTER OR COMMUNITY DISASTER**

If our building becomes unsafe for such reasons as a fire, or contamination – then our immediate location to transport the children is Charity Baptist Church located directly behind the center.

If the community area, town of Blountville, has been evacuated due to chemical spill, terrorist threat, etc. then our Out of Community Evacuation location is Meadowview Presbyterian Church, 646 HWY 126 located approximately 5 miles up the road in Bristol.

## **TRANSITIONING PLAN**

At times in our program, it may become necessary for a staff member to leave or to resign. If this does occur in your child's classroom, early-morning time, or afternoon time, we will take several steps to ensure that each child's needs are thoroughly considered. All change is stressful, but for young children it can be devastating if not handled properly.

In the event that a staff change would have to occur, the Director or another familiar staff member would be present with the new staff member for a period of about two weeks. The new staff person would be made available for phone conferences, home visits or any other need that you as a parent might suggest to provide an easier transition.

Transitions can be less stressful for all involved if parents, teachers, and the Director remain in constant communication with each other. It is our great desire that your child's needs be met in every situation.



# **TERMINATION POLICY**

Either party may terminate this contract; and the childcare services by providing the other party with at least two full weeks written notice.

**We reserve the right to immediately terminate for the following reasons:**

- If a parent does not make schedules payment
- If a scheduled payment check is returned for non-sufficient funds (and not replaced with cash immediately.)
- Failure to abide by policies as outlined in this handbook
- Physical or verbal abuse of any person or property
- If a child becomes a danger to the other children
- Failure to complete the required forms or supply updated forms
- False information given by parent either verbally or in writing

**We reserve the right to terminate with notice for the following reasons (but not limited to):**

- Lack of parental cooperation
- Failure of child to adjust to the childcare center after a reasonable amount of time
- Our inability to meet the child's needs
- Serious illness of child

# **OUTSTANDING FEES**

After the termination of care, by either party, if there is an outstanding bill; then you will be responsible for any and all costs that are occurred in collecting those fees. Late Fee charges will still be added until the payment is paid in full.

## **GRIEVANCE POLICY**

If you have a problem of any nature with the care or treatment of your child, it is expected that you will attempt to resolve the problem by the following steps:

Discuss the problem with the child's teacher.

Discuss the problem with the director.

Ask for a meeting with the director and the teacher.

Ask the director to schedule a meeting with a representative of the preschool board.

## **WITHDRAWAL POLICY**

If at any time it becomes necessary for you to withdraw your child from our program the following steps must be taken.

Notify the director at least 2 weeks ahead of the last day planned.

A withdrawal form must be completed and signed by both the parent and the director.

All accounts must be paid and up to date.

If the withdrawal form is not filled out and signed then you will be held accountable for all regular tuition and fees. You must fill out this form to formally withdraw from our center. If you fail to notify the school of at least one week's notice, you will be responsible for paying a one-week fee even if your child does not attend. Please refer to the back of your handbook for a copy of this withdrawal form.

## VACATION POLICY

**Full Year Care** – A child may take a vacation of up to two weeks from the center if enrolled in full year care at a discounted rate. The first week of vacation will be at no cost for the week of care. The second week will be charge at a discounted rate of 50%.

**Summer Care Only** – A child may take up to one week vacation during the summer at a discounted rate. This will be at a 50% discounted rate.

You are welcome to take as many vacations as possible but we are limited to the amount of weeks that we can provide a discount. Any other weeks beyond what have been listed above will have to be at the Full Rate to insure your child's spot is kept.

A minimum notice of one week is required in writing of the Parent/Guardian if they will be using the vacation policy stated above.

## HOLIDAYS

Each year we will be closed for New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, & Christmas Day. There might be other days depending on how Christmas and New Years fall. ***(The holiday is usually observed on the calendar day designated as the holiday. When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday will be observed on the following Monday.)*** Each year the list of holidays will be posted.

## SNOW POLICY

We will make every attempt to be open; but not at the risk of our staff or your children. Check WCYB TV for any delays or cancellations.

# ALL ABOUT KIDS WITHDRAWAL FORM

I/We \_\_\_\_\_ desire to withdraw our  
(Parent's Name)

Child/Children \_\_\_\_\_ from All About Kids.  
(Child/Children's Name)

Notice of this withdrawal is given on \_\_\_\_\_. My child's  
(Date)

last day will be \_\_\_\_\_. The reason for the withdrawal is

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Parent's Signature \_\_\_\_\_

Director's Signature \_\_\_\_\_

Date Received \_\_\_\_\_