

**Acknowledgement of Parent Handbook
Country Kids Pre-School & Childcare**

I have received my copy of Parent Handbook. I have read through the handbook that was given to me. I agree and understand the policies that have been set in place for the center.

Remaining Balance:

If your account is left with a balance and no communication has been set in place to pay off balance; Country Kids has the right to send your account to our attorney for collection; **you will be responsible for attorney fees as well as court cost.** _____

Parent's Initial

Parent Signature: _____

Date: _____

{please tear off and place in child's file}

Country Kids Pre-School & Childcare



6 TRAFALGAR SQUARE

Trafalgar, IN 46181

(317) 878-2373

Countrykids.trafalgar@gmail.com

Director: Ashley Ferguson

Assistant Director: Keli Ankney

Admission Policy

Country Kids Pre-School & Childcare certifies that no child shall be denied enrollment or be subjected to discrimination because of race, religion, color, sex, national origin or handicap. Country Kids Pre-School & Childcare shall not admit or maintain any child(ren) whose needs it obviously cannot meet or whose behavior would be dangerous for other children and staff in the center. Explicit, documented reason for refusal to admit or provide care to a child shall be provided in written form to parents.

The curriculum, philosophy and all center policies will be discussed during the initial visit. The child and their parents are given an opportunity to visit and participate in the classroom activities. The parents are then given all forms to be completed and starting date is decided.

Class Placement

Class placement for child will be based upon the child's age and development level. Country Kids Pre-School & Childcare will work with parents to be sure that they teachers, directors, parents, and child are comfortable with class placement. Placement of children with special needs may require additional consultation along with proper documentation for child's file.

Arrival & Departure

Our building is set up with security system to enter the building. Each family will receive a code that they will have to enter in the keypad to gain entrance into the building. Once you get that code we ask that you not give this code out to other family members or children. If someone other than yourself is planning on picking up the child for that day, then you need to make sure they are on the pick-up list for that child's file otherwise we will not allow them to pick-up the child. Once the individual enters the building we will be asking for identification to make sure they are the correct person and then escort them to your child's room.

When being dropped off in the morning time, your child must be escorted out the building and taken their classroom; likewise, when picking up the child. The children are not allowed to leave the classroom until the parent physically comes into the classroom and escorted them out. Children must be picked up by closing time {6:30pm} or a late fee {\$15.00} will be assessed. If children are not picked up by 15 minutes after closing time, every attempt will be made to contact parents or alternate contacts. If unable to reach parents or alternate contact by one hour after closing hours, local authorities must be contacted. Please notify the center if you feel as though you will be late picking up your child. It is very important to have a communication with office that we can plan for staff as well as making everyone aware.

Hours of Operation

Mon- Fri

6:00 am- 6:30 pm

CLOSED

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day



Child/Staff Ratios

For Licensed Child Care Centers

Age of the Youngest Child in Group	Maximum Number of Children Supervised By One Caregiver	Maximum Number of Children in One Group
Infant	4	8
Toddler	5	10
2 years	5	10
30-36 months	7	14
3 years	10	20
4 years	12	24
5 years/Kindergarten	15	30
1 st Grade and Above	20	40



Release of Children to Intoxicated, Impaired, or Unauthorized Persons

Please be advised that should a person authorized to pick-up insist on removing the child or children from the care of Country Kids while intoxicated, impaired, or unauthorized person; the center shall immediately call local police agency to make sure the safety of the children is being met.

Escort to Vehicle

It is the parent's responsibility as a parent or guardian to escort their child {ren} from the vehicle to their classroom and make the child's presence known to the teacher or staff person in that classroom. Similarity, it is also the parent's responsibility, upon picking up their child each day, to walk into the child's room and make their presence known before removing the child from the classroom and exiting the building. While exiting the building we ask that you keep the children close to you for safety of child and other parents leaving and entering the parking lot.

Absences/Vacation Credit

When a child is going to be absent due to illness, vacation, and/or previous plans; we ask that you let the staff know as much notice as possible so that adjustments might be made if needed. Along with adjustments to the classroom the office will also have to adjust your account for absent/vacation credit. When child does not attend a full week then you will only be responsible for half of tuition on contract to reserve the child's spot in that classroom. We do offer a vacation credit for those families that have been with us for a year. After a year of loyalty, each family will receive a vacation week where the child can be absent and you will not have to owe tuition or reservation fee for that week. You are eligible for one-week vacation per year and are not able to roll over credits.

Withdrawal

Parent are required to give a two-week written notice to the center director prior to terminating their child's enrollment. Should notice not be served to management two weeks before withdrawal, a full week's tuition will be charged to the account. Once a child is withdrawn, a registration fee must be planned prior to re-enrollment. If some of the child's belongings are left at the center after termination, the parent will be contacted by office and given two weeks to pick up belongings, otherwise they will be donated to local charity.

Notification of Termination of Care

Children may not be dismissed from Country Kids for the following reasons:

1. Nonpayment after 2 weeks
2. Failure to comply with center policies
3. Inability to function within the center

Referral Bonus Policy

Any Country Kids parent who refers a family for pre-school services will receive a one-time \$25.00 tuition discount off their present contracted rate starting one month after the new family enrolls and maintains that enrollment for a month or longer.

Open Communication

The most effective way to help ensure that the best possible care for all the children is to maintain open communication between the parents, teacher and center director. Please be sure that your child's teacher is aware of any special instructions or preferences you may have regarding your child's care. We will make sure that we are able to accommodate those requests if we are still within the state guidelines.

If you ever have any concerns or questions about the care that your child is receiving, please make sure and communicate this with child's teacher. After speaking with the teacher and you feel as though those needs are still not being met then please feel free to speak with center director. Also, if you are happy with the care your child is receiving then please let center management know so that we can recognize our staff.

Open Door Visiting Policy

Country Kids has an open-door policy with parents and child's family members that have been authorized by parent's and Country Kids administrative office to come and visit with their child(ren). The individual needs to check into office before being escorted to the child's room as well as checking out in the office when leaving. Make sure then if one is visiting, they are not to be handling any of the teacher's daily routines. Visitors are not to be disciplining, feeding, nor changing diapers while on site. If you have a concern or questions while visiting please see teacher and/or director immediately or upon leaving.

Communication via Email & Text

We know that times can get very busy and it might be easier to email concerns or requests through email once you are settled in for the day's work. We encourage parents to email/text any concerns or comments that they might have to the main office as well, but please note that if it is urgent make sure to call the center and speak with someone.

Development Conferences

Developmental conferences with teachers and parents will be held two times a year. These conferences will be held in the fall and spring. Please note that on-going communication regarding the child's development or other concerns are extremely important and should not be limited to formal parent conferences.

If a child is to be transported to a hospital, a staff member with whom child is familiar with would accompany the child to the hospital and stay with them until parents arrived.

Child Abuse and Neglect Policies

Any suspected or know incidents or evidence of child abuse or neglect will be reported to the proper authorities. Staff members will be required to report such incidents immediately to the director. Should a staff member of Country Kids suspect that a child is being abused in any way by any person, that staff person; the director will report the suspected abuse to the proper authorities. Suspected abuse or neglect will be documented on an incident report and will be made part of child's permanent file.

Country Kids facility was designed for an open concept to make it difficult for any person within the facility to abuse or neglect a child without being seen by others. Also, background checks are completed for every staff member and are obtained through FBI fingerprinted service. However, if any person suspects a staff member or a member of management of Country Kids of abuse or neglect, that person must notify proper authorities immediately. The director should also be contacted so that the appropriate steps to ensure the safety of the children can be taken.

Fees and Payment

All fees and payment policies are found in the Parent Agreement that must be submitted when applying for enrollment. Parents received a copy of this at time of application. The Parent Agreement is kept on file at the center and additional copies can be obtained through the director.

Fees are determined by the child's development age level, any special needs such as transportation to and from school and hours of attendance. Discounts are available for families with two or more children enrolled. Notification of tuition change will be distributed at least two weeks in advance. Please discuss any questions regarding tuition fees with the director.

Tuition Express is a withdrawal system that you request. Upon request you must fill out paperwork and give to director. If you chose to do tuition express as payment option, then it will continue to withdrawal from your account the agreement amount until your account is at a zero balance.

Returned Checks

If you pay by check and it gets returned to the center as insufficient funds; your account will be charged \$40.00 along with the remaining balance on the account. If the account is not paid off by that Friday; the account will continue to accrue \$15.00 late fee each day until the account is back to zero balance. After two returned checks; we will require you to pay your tuition by cash.



Clothing

Parents are asked to bring in an extra change of clothing for the child to keep in their cubbies in case of an accident. We ask parents to make sure the cubbies have clothes in them and they are appropriate in size and weather season. If your child uses the extra set please replace them as soon as possible. Country Kids will not wash any clothes that become dirty and/or soiled.

Naps

All children under kindergarten-age will be encouraged to nap each day. Parents may wish to provide a blanket and/or security items from home to help the child rest more comfortably. All items brought for nap time must be small enough to fit in the child's cubby. Blankets will be sent home every Friday evening for parents to wash and bring back on Monday. If older children have difficulty falling asleep within thirty or forty-five minutes of nap time, they will be allowed to participate in quiet activities.

Emergency Information

If at any point a child's emergency information changes from what the parents have provided first upon enrollment, we ask parents to address those changes immediately to the child's teacher and center director. All staff member is trained in CPR and First Aid in case something was to happen while at school that needed to be tended to immediately. We have also gotten written permission from each parent to release information to proper medical personnel to treat the child in case of an emergency; if the parents are not readily available.

Incident/Accident Report

Incident/Accident reports are used to notify parents of anything unusual that happened during the day that may affect the child.

Incidents can be any number of things from an increase in wetting at naptime, to the loss of a tooth to guidance problem. Accident usually consists of things like scraped knee, bruises, bumped heads, etc.

Occasionally, an incident or accident may be serious enough that the director will ask for parent's signature on the report. Examples of incidents or accidents that would require a signature would be if there were serious guidance problems or if a child were injured and required medical attention.

If a child is injured severely enough that require immediate medical attention, emergency medical personnel would be called as well as parents of child. Proper first aid would be administered to child until medical personnel got there. Parents would be contacted immediately after the needs of the child were being met. If we were unable to contact parents, then we would begin calling emergency contacts listed for child.

Children's File Requirements

Upon enrollment, parents are required to fill out paperwork to meet center and state requirements. We will supply you with a list of items that you are required to return to the center before the child is able to attend. Please note some of the following:

1. Birth Certificate
2. Physical {within 30 days of enrollment} {updated infants, toddlers, and two years old}
3. Immunization Record {updated every shot}
4. Record of Medication
5. Infant feeding plan {doctor signature once, parents every time they want to update meal plan}
6. Parent Identification
7. State Consent
8. Center Paperwork

*****Please note, if the center management does not have child's file complete within 30 days of enrollment then the center has the right to suspend care of child until they have all proper paperwork.**

Policy on Infectious Disease

Even though the director and staff of Country Kids make every effort to help prevent the spread of illness among the children, it is important, in a child care setting, to guarantee that illnesses will not be spread. Therefore, if a health exam reveals the presence of infectious illness, admittance to the program must be denied until a physician confirms in writing that the child is free of illnesses and poses no possible threat to other children enrolled in the facility.

Policy of Sick Children

We understand that children become ill during the work day, so Country Kids staff will always attempt to notify parents if a child runs any kind of temperature or shows other signs of illness. If a child runs a fever of 100.5 degrees, has vomited or had very loose stools more than once, or is listless and cannot participate in activities, parents will be called and asked to arrange alternative care for that child. If the child leaves the center with a 100.5 degrees fever, then the child MAY NOT return to the center until they are fever free for 24 hours or they have a doctor's note stating the child is not contagious. If a parent tires to bring in the child the next day of having a fever without being free of fever for 24 hours or doctor's note; director will call parent asking that child be picked up immediately.

If a child becomes ill or is involved in an accident, Country Kids will always attempt the contact the child's parent first. If we are unable to contact the parents, then we will attempt to contact the alternate contacts listed on the child's enrollment forms. IF parents know that they may be difficult to reach on a particular day, they should try to leave an alternate phone number with office or the child's teacher.

If the child is showing illness at home prior to attendance, we ask that you let the teacher or office know so we can monitor the child throughout the day. If any medications need to be administered throughout the day as well then the parents need to make sure and let the teachers know as well as fill out appropriate papers in office to dispense medicine.

If child becomes ill and needs to be picked up, please plan as quickly as possible. Country Kids will isolate ill children from other children; however, there is still a possibility that illness can be transmitted to others. Also, and more importantly, if your child is ill, no one take place of parent.

Please inform office as soon as possible should your child come down with communicable disease such as Chicken Pox or Strep, so that they may notify others of possible exposure.

Disciplinary Policy

Country Kids uses a positive disciplinary approach with children. Teachers communicate to children using positive statements. Teachers are also encouraging children, with adult support, to use their own words and solutions to solve their personal conflicts. When communicating with children we make sure and get to their level and speak with them in a calm mannered voice to make sure they understand what behavior is expected. Each teacher has different ways of portraying appropriate behaviors for their classrooms and how to teach the children to handle the solution when other children are being unkind to them. Teachers will also make sure that they have designated area for children to “chill out” form a situation if needed. We want to make sure that they have designated they are in control of their actions and behavior whether it is positive or negative. Teachers may educate the children on proper ways to go about life situations with other students.

Disciplinary problems will be addressed with director and documented in the child’s record.

9. No child will be humiliated or subject to verbal abuse or profanity.
 10. No child shall be subject to corporal punishment
 11. No child shall be placed in a locked room
 12. No child shall be touched in a threatening manner
 13. Teachers shall not associate disciplinary actions or rewards with rest, food, or use food as a reward
 14. Teachers shall not associate disciplinary action or humiliate a child regarding toileting
 15. Teachers shall not use time out for any child less than 3 years of age or use time out for any purpose other than to enable child to regain control.
8. Teachers shall not physically restrain children except:
- a. when it is necessary to ensure their own safety or that of others;
 - b. only for as long as is necessary for control of situation
 - c. use punishment to correct unacceptable behavior

Children will not be disciplined for failure to eat, failure to sleep or for toileting accidents. These problems, as well as persistent behavior problems, will be brought to the parents’ attention.

Dispensing Medication

If your child needs medication while at Country Kids, it MUST be in the original prescription bottle, or if the medication is over-the-counter, we must have written consent from child’s physician. In either case, you will be required to fill out and sign a prescription medication authorization and be sure your child’s teacher gets the form and the medication. We will NOT be able to give your child medication without written permission. Please let the director know of any concerns or problems in dispensing the medication that may require special considerations. All medications and/or equipment must be stored in the office during the day.

Meals & Snacks

Children will be provided breakfast (7:30am-8:15am), lunch (11:30am-12:00pm), and two snacks per day provided children attend the established times for these meals and snacks.

Children will not be allowed to bring food from home to eat for meals or snacks unless required because of health reasons. A doctor’s note must be provided by the parents and kept in the child’s file if food substitution is needed for health reasons.

Special Occasions

There are several days each year that are celebrating with parties and activities. You will be informed of these occasions via email and classroom teacher. Teacher may ask for volunteers to help provide items for parties. Many of our teachers will post sign-up sheets in classroom or on front entryway table. Parents, who bring treats in, must have enough for whole class. If there is ever an allergy in the classroom then we will have to make sure and monitor the types of food that parents bring in.

Items Brought from Home

Country Kids is not responsible for any personal items brought from home. This includes clothing, blankets, bottles, games, toys, etc. Every effort will be made to keep these items from being lost or misplaced. However, it is impossible to guarantee that items will not be lost. To help keep these losses down, please put your child’s name on anything brought or worn in and be sure to place personal belongings inside your child’s cubby. It is recommended that anything brought or worn to the center should not be the child’s “best”. Children will be participating in activities that may be hard on their clothing. Some of teachers might have “show and tell” for certain themes throughout the year, otherwise we ask that you refrain from the bringing in toys, electronics, etc. from home.

Suspension/Disenrollment

Country Kids has the right to suspend and/or disenroll a child if they are causing harm to other children, themselves, and/or staff. This could include biting and any other physical and/or aggressive behavior. There will be a document to fill out and place in child’s file.

