

**KINDERLAND
CHILD DEVELOPMENT CENTER
Revised 9/19**

**ADMISSIONS AGREEMENT, POLICIES
AND PARENT HANDBOOK**

PROGRAM PHILOSOPHY:

The philosophy of Kinderland Child Development Center encourages the idea that children benefit from educational experiences offered early in life. We value and respect each family culture, and encourage parents to share traditions with their child's classroom. All children enrolled at Kinderland, from infants through preschoolers, will be offered quality programs appropriate to their age level and development. Caring and nurturing adults facilitate the learning process by offering an enhanced program which includes hands-on activities, action-oriented opportunities, music, art projects, and physical education. Developing effective learning skills can take time, and the staff will work with parents and students to help develop these skills. Children will also have opportunities to develop social skills through play, which will include both teacher directed and free choice play activities. Children will be taught skills to help them cope with strong emotions responsibly while remaining respectful of their classmates.

LANGUAGE PHILOSOPHY:

We believe in supporting children as they develop English language skills. We will increase literacy opportunities by posting labels of objects, reading daily to children of all age groups, providing writing opportunities for older children, including family's ideas utilizing their home language when possible, and by developing an age-appropriate curriculum which will grow and change with children as they move through our program.

MISSION STATEMENT

The mission of Kinderland child development center is to provide a caring, safe, learning rich environment for all children ages 0-12. We encourage the whole family to participate in the learning process.

SERVICES OFFERED:

Kinderland's quality programs are available to children ages 0 months to 24 months in the Infant Center. We also offer educational PreSchool and PreKindergarten programs for children ages two through five. After school care and summer programs are available for children up to twelve years in age.

We provide care full days, half days, and drop off, 1 – 5 days per week. Drop off/variable schedule clients must call daily on days the child will attend that s/he is not listed on the roll schedule.

There are no other services or supplemental services provided by us, such as tutoring, speech therapy, physical therapy, etc. We can; however, accommodate these services upon parent request when they are bringing in their own specialists (for example, through Far Northern.)

The parent/Legal Guardian is responsible for transporting children to and from the center. We do not provide any school bus pick-up and/or drop off. Field trips are optional and may require parent transportation. The bus from Mistletoe stops at the end of the driveway. Please make arrangements in the office if you have a Kindergarten student arriving on the bus.

We consult with Healthy Beginnings, Shasta First Five, Shasta Healthy Smiles, and Raising a Reader, among other community resources, to improve the quality of our program.

PLACEMENT:

Child placement in Kinderland will be determined through an interview during sign-up.

All children under the age of two will be placed in the Infant Center. The child's developmental level will determine which of the three Infant classrooms they will be placed in. The Infant I room is intended for non-mobile children under the age of one. When they become mobile, they will move into the Infant II room. Around the age of 18 months, children will be moved into the Infant III room. At two years, the child will be moved into the Transition Room. Parents/guardians agree, by signing this agreement, to have their child/ren moved into the proper rooms when they become age appropriate. Other arrangements can be considered upon written request.

The determining factors for placement in the Preschool program will be age and readiness. Non-toilet-trained three-year-old children will remain in the Transition Room until able to use toilet facilities independently. Children must also be able to sit in groups for circle activities before moving on to the Preschool Room.

The Pre-Kindergarten Room is intended for four year old children who will be starting Kindergarten the following fall. All four-year-old PreSchool children move into PreKindergarten at the same time in September, not at the time they turn four.

OPERATING HOURS/LATE FEES:

Kinderland Child Development Center is open Monday – Friday from 6:30 a.m. – 6:30 p.m. We do not have staffing capabilities to accept children before 6:30 a.m. or keep them later than 6:30 p.m. If a child is picked up after closing time (6:30 p.m.) there will be a late charge of \$15 per child for the first 15 minutes, or portion thereof, and \$1.00 per child per minute after the first 15 minutes. Charges not paid at the time of pick-up are due before the child may attend again. Excessive lateness may result in termination of services. We will not keep a child later than 7:00 p.m., and we will call the Redding Police Department at 7:00 p.m. to pick up any child remaining at the center.

REGISTRATION

Registration fees of \$50 per family are required to be paid in full within one month of your child's first day of attendance and annually thereafter during September. For returning clients we offer half price registration every June, or \$25.

All children must have a current physical and immunization record prior to entry to the development center. Immunization records must be updated each time the child receives new shots.

TUITION AND FEE PAYMENTS

PRIVATE PAY CLIENTS

All tuition and fees are due on the 1st of each month. Semi-monthly payments are due on the 1st and 15th of each month. Tuition is due in advance of attendance. If tuition is more than one day late, your child/ren will not be able to attend Kinderland until your account is paid in full, and the Early Bird Special will no longer be in effect. All tuition or fees must be paid on or before the due date or your child will not be admitted. Fees can be paid by cash, check (payable to Kinderland Child Development Center), Visa, MasterCard, or Discover Card. There is a \$35.00 service fee charged to any client for a check returned by the bank, and future payments may be accepted on a cash basis only.

Early Bird Special and Sibling Discount: Clients who pay in advance of attendance, on or before the 1st of each month (the 1st and the 15th if paying bimonthly), will receive a discount on their tuition. Also available for clients who pay in advance of receiving services is a discount on the older child(ren) of families with more than one child. Early Bird Specials and Sibling Discounts are not available for clients who attend less than 10 days per month.

COUNTY ASSISTANCE CLIENTS:

You are responsible for ensuring the green payment sheets are signed in and out daily. If your child is absent, please write the reason for absence and sign the “signature out” column. The county will not pay for days that: 1. A different color of ink was used to write the time and your signature; 2. Your signature is not legible (provide a copy of your driver’s license); 3. You round off the time – you must put the exact time. 4. You do not sign IN at arrival and OUT when you leave every day. Please check that you are signing on your own child’s sheet and not someone else’s; sheets cannot be whited out or duplicated. Parent fees are due on or before the 1st of each month, and your child will not be admitted if payment arrangements are not made on time.

Any fees or tuition not covered by the county are the responsibility of the parent/guardian. Be sure you are not using more than your approved hours. At this time, registration fees are not covered and will be billed annually in September.

RATE CHANGE:

Kinderland will give at least a 30 day notice prior to any changes in our rates or tuition.

ABSENCES:

If a child does not attend Kinderland for any reason, THE FEES OR TUITION PAID FOR THAT DAY REMAIN IN EFFECT. The State of California requires certain child/staff ratios, so staffing, meals, and other preparations are made in advance based on the number of children expected to attend that day.

DIAPER/SUPPLY POLICY:

Families are responsible for providing diapers and wipes for their child/ren. Kinderland staff will notify you when your supply is running low. Kinderland will charge \$5.00 per day per child for use of facility diapers, and \$1.00 per day per child for use of facility wipes. This charge must be paid in advance of the child's attendance.

HOLIDAYS

Kinderland will be closed for the following holidays:

NEW YEAR'S DAY

PRESIDENT'S DAY

MEMORIAL DAY

INDEPENDENCE DAY (July 4th)

LABOR DAY

THANKSGIVING & FRIDAY AFTER

CHRISTMAS EVE & CHRISTMAS DAY OR CHRISTMAS DAY AND THE DAY AFTER (depending on how the week-ends fall in relation to Christmas). We may close early on Christmas Eve, and close on the 25th and 26th.

If the holiday falls on a Saturday Kinderland will be closed on Friday; if the holiday falls on a Sunday we will be closed on Monday. Tuition and fees will be charged for these holidays if a child's regular attendance falls on any of the above days.

Kinderland reserves the right to take one additional floating holiday per year; for example, to have the entire staff attend a training session. If this day is taken, parents will be given at least two weeks advance notice.

SIGNING IN AND PICKING-UP (OR RELEASING) A CHILD:

All children must be signed in at arrival and signed out when picked up every day. The full first and last name of the signer is required by state regulations governing child care. Clients receiving county assistance must sign the county green sheet (to ensure proper payment) AND must also sign the white attendance sheet (licensing regulations).

Kinderland will only release a child to the following:

1. Parent(s) who have legal custody
2. The legal guardian
3. People listed on the Identification and Emergency Information Form
4. Law Enforcement Officers, Social and Welfare Workers with proper authorization.

People unknown to the Kinderland staff member on duty at pick-up will be required to show picture ID before the child will be released. This can mean a new staff member who has not yet met the parents, even if the child has attended the center for quite some time.

Kinderland will not deny access to either parent solely on the request of the other parent. In order for Kinderland to refuse to release a child to a parent, we must have a court order on file denying access.

PARENTAL RIGHTS TO ACCESS RECORDS

We have been informed by our attorney that we CANNOT DENY ACCESS TO OUR RECORDS to either parent of a child without a court order. One parent cannot instruct us to withhold information pertaining to the child from the other parent. A five work day written notice is required for any paperwork requests. No personal information (addresses, phone numbers, SS numbers, Driver's License information, income) will be included in any paperwork released by Kinderland. \$1.00 per page will be charged to cover our costs. The payment will be due before any copies are released.

WITHDRAWAL FROM KINDERLAND

Two weeks advance notice is required when a child will no longer be attending Kinderland. If adequate notice is not provided, two weeks of tuition will be charged on the final bill. (County clients will also be held responsible for payment if the county chooses not to honor the two week policy.) Any other fees, such as registration fees not paid in full, will be due on or before the child's last day of attendance.

ILLNESS

A daily general health check by observation will be routine. Children who appear to be sick with a fever, stomachache, flu, cold symptoms, or any other contagious condition will not be admitted. If a child becomes ill or sick during the day, the parent will be notified to pick up the child in 30 minutes or less. A parent will be called if: a child's temperature is 100 degrees or higher; the child vomits or has diarrhea more than once, if the child appears to have pinkeye or any other contagious condition, etc. We reserve the right to send home a child anytime at our discretion when we feel his/her attendance could impact his/her health. A child must be symptom free for 24 hours before they can return to day care. We require a doctor's note before a child returns to care following a serious or contagious illness.

EMERGENCY INFORMATION

If your child is hurt and needs emergency medical or dental care, staff will perform first Aid and CPR if necessary. In extreme emergencies, Kinderland staff will call 911. Once the child has received medical attention from our staff, parents will be notified and an incident report will be made.

Parents will always be notified if their child bumps their head or receives a bite that breaks the skin. This does not mean the child needs to be picked up; the call is a courtesy call.

DISCIPLINE POLICY:

Kinderland will not use any type of corporal punishment (i.e. spanking or hitting) in disciplining a child.

INFANTS

Discipline of the infants will be redirection. Children will not be confined to cribs, high chairs, playpens, or other similar equipment as a form of discipline. Repeated incidences such as biting, pulling hair, or other similar activities which violate other children's personal rights will result in a conference with the parents(s), the Director, and/or the teacher. Should this type of behavior continue after the conference, the child may be terminated from the center. Once Kinderland has called for a mandatory behavioral pick-up, the child must be picked up within 30 minutes of the phone call. A child who is not picked up within the 30 minute time period may be permanently dismissed from the program with no further notice.

PRESCHOOL/PRE-KINDERGARTEN/SCHOOL-AGE CHILDREN

Consequences for unacceptable behavior by children will include redirection, time out, or other acceptable consequences. Unacceptable behavior includes, but is not limited to, the following: hitting, biting, kicking, not following the teacher's directions, running away from the teacher, activities which violate other children's personal rights, foul language, disturbing other children during naptime, and other inappropriate behaviors. The length of the time out will be one minute for each year of the child's age.

Repeated incidences will result in a conference with the parent(s), the Director, and/or the teacher. A child may be dismissed from the program if s/he does not adhere to the policies after a parent conference. If a child exhibits excessive misbehaviors in one day, they will be sent home. Once Kinderland has called for a mandatory behavioral pick-up, the child must be picked up within 30 minutes of the phone call. A child who is not picked up within the 30 minute time period may be permanently dismissed from the program with no further notice.

SCHOOL AGE POLICIES

All attendance for school age children must be arranged for in advance. Please give a two week notice when your school age child will be attending.

School age children may ONLY attend at the following times:

1. School holidays or Staff Planning days that Kinderland is open;
2. Summer;
3. After school.

School age children may NOT attend when:

1. They have been suspended/expelled from school;
2. They are too sick to attend school;
3. Any other non-prearranged time that we do not have other school age children.

ARRIVAL POLICY/NAPTIME

In order to provide the best care for your child and the other children in the facility, it is recommended that children arrive before 10:00 a.m. Children who arrive later do not have sufficient time to settle in before naptime. When circumstances require you to bring in a child just before or during naptime, bring them in tired and ready to lie down. Providing a rest period is a licensing requirement, and many children cry when brought in during naptime which wakes up the children already sleeping. Any child brought in during nap time will be required to lie down and rest which is difficult on the child, the staff and the other children.

LUNCH ARRIVAL POLICY – MEAL TIME POLICIES

LUNCH: All lunch counts are taken at 10:00 a.m. If your child/ren will be arriving later than 10:00, but in time for lunch, you **MUST** call before 10:00 and order lunch. Lunch is served at 11:00 a.m. in the Infant and Transition classrooms and 11:30 a.m. in PreSchool, PreKindergarten, and School Age rooms. If you are going to be arriving after the start of lunch, you must feed your child lunch before bringing him/her in. No snacks or meals will be provided until afternoon snack.

If you arrive after 10:00 and did **NOT** call to order lunch, lunch will **NOT** be available for your child at lunchtime, and you will be responsible for providing his/her lunch. Kinderland will only provide a snack (graham crackers and milk/juice) for children who are present at lunchtime whose parents did not order lunch.

BREAKFAST/AFTERNOON SNACK: If your child arrives after the breakfast period (8:00 – 8:15 for Infant Center/Transition; 8:30 – 8:45 for PreSchool, PreKindergarten, and School Age), no snack or meals will be available until lunch. If your child arrives after the afternoon snack period (2:30 – 2:45 Infant Center/Transition; 3:00 – 3:15 PreSchool, PreKindergarten, School Age), no further snacks or meals will be provided that day.

TOY POLICY

Toys from home are not allowed in any classroom. If you would like to bring a soft animal for naptime only, most teachers allow that. Please check with your child's classroom teacher before bringing a naptime animal in. All animals must remain in the child's cubby except during napping.

LABELING ITEMS FROM HOME

Any items from home must be labeled before they are left at the center. This includes all baby items such as bottles, extra clothing, diaper bags, binkies, etc. Older children need to have coats/sweaters labeled. Kinderland does not assume responsibility of any items brought into the center.

SAYING GOOD-BYE

Leaving your child at a facility is often very difficult, especially if s/he is crying. Remember, most children are only upset for a very short period of time, and our caring staff will help to comfort him/her. Experts recommend that, when you leave, you follow two simple rules:

1. Always say good-bye; do not “sneak away”. Sneaking away can cause trust issues to develop.
2. Stay as long as you want, but once you say good-bye, leave immediately no matter how much the child cries.

AGREEMENT TERMINATION:

Kinderland reserves the right to end a child’s care under the following circumstances:

1. Failure of the child to adjust to the center’s procedures and programs. (Please see Discipline Policies.)
2. Failure by parents to meet fee schedule.
3. Failure by parent(s) and/or child(ren) to abide by the policies and procedures of Kinderland.

We will give a two week notice when possible. If the reason for terminating the agreement is because the child is harming other children or the teachers, a two week notice will not be given.

ATTENDANCE NOT APPROVED POLICY

After enrollment, attendance may be denied temporarily for the following reasons:

1. The file is incomplete and several notices have been given to submit completed paperwork;
2. Money is owed to the facility;
3. Signatures are missing/not legible on sign-in sheets;

4. ECS has denied continued services (for county payment clients).

If your attendance has been temporarily not approved, your sign-in sheet will be replaced by a red "Attendance Not Approved" sheet. Please contact the office immediately to correct the situation.

MEDICATIONS/ALLERGIES:

Prescription and over-the-counter medicine will be given to a child when the proper paperwork has been filled out. This includes diaper rash medication or creams. *No prescription medication will be administered if the tube, bottle or container is not labeled with the child's name, doctor's name, type of medication, and dosage amount.* Parents or guardians may come in and administer the medication to their own child. All medicine is kept safely out of children's reach in a locked cabinet.

Also, please inform Kinderland if your child is allergic to any foods, medicines, bee stings, etc. If your child has a milk allergy, soy milk will be provided. The Federal Food Program requires a medical statement filled out by the doctor in order to substitute any other form of milk, such as almond or rice. By signing this agreement, you consent to have your child's name added to our posted allergy list.

EPI-PEN, INHALER, NEBULIZER, ANY OTHER INHALED/INJECTED MEDS

All specialized medical treatments, such as the examples listed in the heading, fall under a different policy than listed above. Community Care Licensing requires the doctor to train the parent/guardian on administration. Documentation signed by the doctor must be provided to the center. Any expenses that occur as a result of staff training will be the responsibility of the parent/guardian. The parent/trainer designee will train the administration staff, who will then train all other applicable staff. Training times and dates will be documented and placed in the child's file. The medication cannot be accepted into the facility until all training and documentation is complete.

GASTROSTOMY-TUBE CARE

Kinderland will consider accepting a child who is fed through a G-tube. Community Care Licensing must be notified of, and must approve the attendance of, each child accepted into care. The parent/guardian is responsible for completion of all additional paperwork, and for providing Kinderland with all information requested through those documents prior to the start date. All the required training listed in the above policy also pertains to G-tube clients.

POLICY CHANGES:

There will be a minimum of two weeks notice given to parents/legal guardians prior to any changes to Kinderland’s policies. Parents/legal guardians are always welcome to ask for clarification of any policy of Kinderland.

REFUND POLICY:

Refunds will be considered on an individual basis, and the two week notice will be taken into consideration. Registration fees are nonrefundable.

INVALID PROVISIONS

The invalidity or unenforceability of any policy or provision hereof shall not affect the other policies and provisions hereof, and this agreement shall be construed in all respects as if such invalid policies or provisions were omitted.

GOVERNING LAWS:

This agreement shall be governed by and interpreted in accordance with the laws of the State of California and the applicable licensing agencies.

DEPARTMENT OF SOCIAL SERVICES

Title 22, Division 12, Chapter 1, Regulation 101200 (b) and (c) states that the Department has the authority to interview children or staff without prior consent. We are required to make provisions for private interviews with children or staff members. The Department has the authority to observe the physical condition of the children, including conditions that could indicate abuse or neglect which occurred outside the facility.

FOOD SERVICE:

All food will be prepared by Kinderland's cook. Breakfast, lunch, and afternoon snack will be provided. A menu will be sent home each month. Parents are welcome to send lunch and/or snack on days they feel their child may not eat what is served. We ask that parents bring in healthy foods rather than sugary or fatty foods. Any food brought in by parents or staff for consumption by the group must be store bought and individually wrapped. Please read the Nondiscrimination Statement on the next page.

WRITTEN NOTIFICATION & INDIVIDUAL APPLICATION REGISTRY FOR PARENTS REGARDING PESTICIDES

Please read the notification letter included in the back pocket of this Parent Handbook. We are required to notify families annually of our intent to use pesticides.