



# Operational Policies

**Thank you for choosing The Kidz Garden LLC as your early learning choice.**

**The Kidz Garden LLC believes that the first 5 years of life are the most important in a child's life. During this time growth is rapid and having an infrastructure that supports a positive growth and development experience is even more IMPORTANT. The Kidz Garden LLC is committed to providing a safe, high quality, early learning environment for children to learn and play by ensuring that all staff are knowledgeable, well trained and current in early care and education and by providing an environment that is safe and developmentally appropriate to meet the needs of the students.**



**We hope that your family has a pleasant and enjoyable learning experience with us!**

## **General Information**

### **Services Provided**

Preschool (Age 2-Kindergarten)

### **Days & Hours of Operation**

Monday – Friday 7:00am – 5:00pm for the following programs:

➤ <b>Early Birds</b>	<b>7:00 am – 8:00 am</b>
➤ <b>Playschool</b>	<b>8:00 am – 12:30 pm</b>
➤ <b>Extended Day</b>	<b>12:30 pm – 5:00 pm</b>

### **Scheduling**

Our school is open from 7:00 am – 5:00 pm Monday to Friday, excluding holiday and vacation closings. Upon enrollment, you must decide on your student's scheduled day(s) that he/she will attend. The Kidz Garden LLC allows 10 children max. *We reserve the right to arrange the schedule to accommodate the capacity.*

## **Enrollment**

### **Pre-Enrollment**

#### **1. Schedule A Tour**

Parents are required to visit with their student at least once before deciding to enroll their student. During this visit parents will have an opportunity to become familiar with the grounds, observe the daily program, see their student interact with peers and ask any questions.

#### **2. Enroll Your Student**

Once the parent decides to enroll their student, an enrollment link to our school app will be sent to be completed.

#### **3. Decide Your Start Day**

Once registration has been finalized and all fees have been paid. Your student may begin. YAY!!!

### **Guardianship**

Please specify on the application with whom the child resides.

**The person enrolling the student must be the student's legal guardian.**

### **Custody Orders**

If there are any court established custody orders, the documents must be in your student's file. The Kidz Garden LLC cannot keep a student from a parent wishing to access their student if these documents are not in place.

### **Trial Basis**

**The first two weeks of the student's enrollment is considered as a trial basis.**

During this time if you are not comfortable or the student cannot adjust, then we will discuss other possible options that might be in the best interest of the student.

### **Contract Termination**

The Kidz Garden LLC offers contract childcare services. **A 2-week notice must be given prior to terminating care.** Any absence longer than 5 days without notice, is considered withdrawn and childcare services will be terminated. Services may be terminated by either The Kidz Garden LLC or enrolling parent/guardian by giving a two-week written notice. Changes to the contract by either party must be in writing and acknowledgement in writing by both parties at least two weeks before the desire change take place. Parents that terminate care without notice will be held liable for two weeks of tuition, late payment fees and any other fees that are acquired while attempting to collect debt.

### **Attendance**

### **Vacation & Holiday Closings**

A separate school calendar is enclosed.

On the days that school is not open care **will not be provided**, however tuition will still be charged. It is the parents' responsibility to find sufficient care for the days that school is closed.

### **Inclement Weather**

In the event of inclement weather, or other adverse weather conditions, The Kidz Garden LLC will make an announcement on the Lillio app for delayed opening, early closing or closing information.

### **Absences**

If for any reason that you know your student is going to be absent, please be courteous and **let us know by 8:30 a.m.**

Parents are requested to inform us if for any reason that you know your student is going to be absent longer than 5 days. However, payments are still due.

### **Arrival and Departure**

We have a classroom **cut off time of 9:00 am**. Students coming in after 8:30 am must eat (outside of the facility) before being dropped off.

Please utilize parking spaces or curbside for parking during drop-offs and pick-ups. Please remember to be courteous of others, do not block other cars, play loud music, or smoke on premises.

When arriving, please bring the student directly inside. Students should never be left unaccompanied on premises or dropped off without staff acknowledgement.

When dropping off and picking up, please use the Lillio app to check students in and out. Failure to sign your student in and out daily will result in a **\$3 per occurrence fee**. This fee will be billed and added to the following weeks' tuition.

When someone else is going to be picking up your student, please contact us in advance. Let us know who will be picking up your student, when they will be picked up, if the student knows the person, and provide us with a physical description.

The Kidz Garden LLC reserves the right to **request identification** from any person who is picking up students.

### **Late Pick-Up**

To avoid additional charges, please make sure your student is picked up by 4:00 p.m. Students who are picked up late will be subject to **a late pick-up fee of \$1** for each minute beginning at 4:15 pm.

### **Health Requirements**

#### **Enrolling Students with Exceptionalities**

The Kidz Garden LLC will consider the enrollment of students requiring special accommodations. Each student will be considered on an individual basis.

The Kidz Garden LLC reserves the right to request a complete evaluation to ascertain if the student's needs can be fully met by our staff.

#### **Student Health & Immunizations**

A Student Health History Form accompanies the registration. This form needs to be filled out completely and accurately so we can determine if a medical action plan is needed.

A current copy of your students' immunizations is required prior to enrollment. The Kidz Garden LLC will accept enrollment of student's who are NOT vaccinated with a notarized statement from the parent/guardian. This statement must include the child's full name, date of birth and reason for declination. Please be advised that in the event of an outbreak, students who are NOT vaccinated will not be permitted to attend school until the outbreak has subsided. Furthermore, during this time tuition payments are still due.

#### **Allergies**

If your student has any allergies, please advise us IMMEDIATELY, so it can be properly documented, and an action plan can be developed and put in place. Please be aware that this facility is **NOT nut free**. We do serve various types of nut-based products. **If your student has an allergy to nuts, this is not the place for them.** We cannot guarantee that students will not be exposed.

The Kidz Garden LLC does post a list of the allergies in the classroom as well as in the kitchen.

#### **Administering Medication**

The Kidz Garden does NOT administer any OTC medication except for toothpaste, sunscreen, insect repellent and chapped lip stick. The Kidz Garden does administer

emergency allergy and seizure medication as prescribed by a doctor or physician. This medication must be given to the director, and a medical action plan must be made.

## **Illness & Injuries**

### **Illness**

If your student is sick, please keep them home to recover. THE KIDZ GARDEN LLC cannot accept into care students who:

Displays signs and symptoms of any communicable disease or infection

- Has an unidentified skin rash
- Is vomiting
- Has diarrhea of two or more loose stool
- Has a temperature of 100 degrees Fahrenheit or higher

If your student has these symptoms while in care, parents will be notified immediately to pick up their student within the hour. **If your student is sent home, they may not return to THE KIDZ GARDEN LLC for 48 hours unless accompanied by a doctor's note confirming clearance.**

### **Accidents and Injuries**

During play it is normal for children to have accidents, this is part of the learning process. In case of an emergency, the staff will follow specific procedures:

#### **Minor Accident:**

- First aid will be administered immediately by qualified staff.
- The parent will be made aware of the incident (immediately for injuries above the shoulder).
- An accident report will be prepared and logged.
- The report must be signed by the parent/guardian.
- A copy will go in the student's folder and to the parent/guardian.

#### **Serious Accident:**

- 911 will be contacted immediately.
- The student will be taken to the Emergency Room listed on registration.
- The parents will be called and informed that the student is being taken to the Emergency Room and get any specific information and/or directions.
- An accident report will be prepared and logged.
- The report must be signed by the parent/guardian.
- A copy will go in the student's folder and to the parent/guardian.

## **Safety & Infection Control**

### **Safety Standards**

Specific guidelines have been set to ensure that the health and safety of the students are being protected:

- All teachers, substitutes and volunteers at The Kidz Garden LLC are required to meet all preservice requirements for their position including criminal background check and various training courses before beginning their position.

- The Kidz Garden LLC performs safety checks and drills routinely, including but not limited to monthly fire drills, monthly playground checks, and quarterly tornado and shelter and lockdown drills.
- The Kidz Garden LLC is monitored by close circuit security cameras.
- Students in care are never left unattended.
- All medications are stored under lock and key.
- A First-Aid kit is stocked and available for use.
- Hazardous material is stored out of reach of students.
- Unused outlets are covered with safety plugs.
- Fire detection as well as extinguishers are in working order.
- Material and equipment that is used by the students are routinely cleaned and sanitized.

### **Hand washing**

Hand washing is the single most effective method to preventing and spreading germs. All teachers and students must wash their hands upon arrival and frequently throughout the day, especially when in contact with mucous or other bodily fluids, after diapering/toileting, before and after meals and when entering from the playground as well as other moments during play.

### **Drills & Emergency Procedures**

Fire drills are conducted and recorded monthly. Tornado and lockdown and shelter in place drills are conducted and recorded quarterly. These drills are practiced in case there is an emergency, so the children know where to go, how to get there and what to do.

In the event of an emergency, The Kidz Garden LLC will do our best to keep parents posted as to our procedure and the follow up steps.

### **Video Surveillance**

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our school, The Kidz Garden LLC classroom is equipped with a video surveillance system. Security cameras have been installed in our classroom, outdoor play area, and parking lot. The cameras are not used as a substitute for direct supervision of children.

Because we respect the privacy of our students, parents, and our school; video surveillance is for internal purposes only. The Director is the only person allowed to view the security cameras and video footage. Access to all video surveillance equipment is available to parents or guardians with a written request only. The request must be directly related to an incident, state the child, date and time (if known). The footage is available for **viewing purposes only**, The Kidz Garden LLC **will not** release copies. When the footage contains information on more than one student, the parent may be informed of only the specific information about their own child.

**Video surveillance/recording consent forms are signed prior to your student enrolling at our school and are a condition of enrollment.**

## **Programming**

### **Curriculum**

Our curriculum is designed to teach Science, Math, Language/ Literacy, Creative Art, Social and Health skills by using the following interest areas: Blocks/Woodworking, Dramatic Play, Math/Manipulatives, Listening/Library, Science & Sensory, Music & Movement, Cooking, Technology, & Outdoors as a stage for learning and play. The Kidz Garden LLC offers a carefully planned developmental program designed to support whole child learning through a **learn through play** philosophy.

Although our weekly themes are preselected, we strive to offer an environment for learning and growth based on each individual child's readiness.

Informal assessments are performed so we can determine which areas your student is strong in and which may need extra attention. These assessments are not a diagnosis for any delay and are used for the purpose of planning activities and evaluating curriculum.

### **Screen Time**

As a part of our program, we have tablets and a television. These devices are not used as attention holders and all material presented is for educational purposes only. Students are not allowed to bring or use personal cell phones or tablets at school.

### **Personal Belongings**

Every student is provided with a cubby. Students should have at least **2 seasonal changes of clothes including socks, and underpants available at all times**. Please plainly label all the students' clothing and personal items. Students will also need to provide a blanket for nap time, and a spillproof cup for water only. These belongings will be stored in the student's cubby.

Please check the student's cubby daily for soiled clothing. Soiled clothing will not be washed at the facility. These items will be bagged to be taken home to be replaced immediately.

### **Toys from Home**

The Kidz Garden LLC provides material and activities for the students to play with. **On Friday the students may bring toys from home**, if they intend on sharing them with the other children. Aggressive type toys such as knives, guns and swords however are not allowed. The Kidz Garden LLC will not be responsible for lost or broken toys brought from home.

### **Toilet Training**

The Kidz Garden LLC makes every effort to work with parents who are toilet training their student. When the student is showing signs of readiness, The Kidz Garden LLC will confer with parents to work together in this process. When children reach the stage in which they are wearing training pants, a protective cover is required. This can either be

a pair of plastic pants over the training underwear or a Pull-up. For sanitary reasons **DO NOT bring students in regular underwear without protective covers until it has been determined by the teacher that the student is ready.**

The teachers do not rinse soiled underwear, clothes will be placed in a plastic bag and sent home to wash.

### **Meals and Snacks**

The Kidz Garden LLC provides meals and snacks.

Mealtimes are as followed

Breakfast **8:30 a.m.**

Lunch **12:00 p.m.**

Afternoon snack **3:30 p.m.**

### **Food Substitutions**

The facility provides students with 2% milk. Parents of students who **do not have an allergy to milk but have another preference** can choose to fill out an alternate milk form. It will be the parent's responsibility for supplying a milk alternative weekly. Make sure that the alternative is in the original container (preferably quart size) and has the student's full name on it. The remainder will be returned or discarded on Fridays.

### **Resting**

A quiet rest period is provided daily from 12:30pm – 2:30 pm. Each student is designated their own mat and sheet provided by the facility. **Parents are responsible for supplying a small blanket for rest-time.** Students are not required to sleep but must remain quiet so that others who wish to can. Students that remain awake during this time will be given a quiet activity to entertain themselves while others rest. If your student has a comfort item that they'd like to use at rest time, please feel free to bring it.

### **Outdoors**

The students go outdoors daily. The outdoor learning environment supports our program's curriculum. The outdoor area consists of inside the fence, the front and rear yard, the parking lot and may include neighborhood walks. **Permission must be obtained and are a condition of enrollment.** Please make sure that you dress your student accordingly, we cannot leave students inside due to improper attire, or any other reason.

### **Photography and Video**

At The Kidz Garden LLC photographs and videos of the students participating in activities are captured in real time for the purpose of records, assessments, classroom displays, communication app and social media/website. **Permission must be obtained before any pictures of the students can be published or before your student can be in the photo with another student.**

### **Cultural Celebrations and Birthdays**

Cultural traditions can play an important role in the lives of families enrolled. Parents are welcome to come in and celebrate their families' cultural traditions and events with the program. **All food items that your family plans on sharing with the others must be store brought, unopened, and meet nutritional guidelines.**

### **Social Gatherings & Activities**

The Kidz Garden LLC sponsors several events throughout the year. These events are created to promote a sense of family and bring the children and the families together and reflect our school culture. These events will be posted ahead of time to allow time for any preparation needed. Your family participation is greatly appreciated as it shows the children that you are invested in ALL that they do.

### **Parent Participation**

Parents are our greatest asset.

At The Kidz Garden LLC we consider our self as partners to parents. Studies have shown that when parents are involved in their student's education it promotes growth and development as well as it allows parents to get the full effect of our program. The Kidz Garden LLC offers many different opportunities for parents to become involved in our program and their child's early education. There are so many ways that parents can become involved with the education of their student. Parents can participate from volunteering time and resources, to donating material, to remembering to ask your child about their day. If you would like to help or volunteer in any way, please share your ideas.

Parents wishing to volunteer in class while students are present must have a background check performed before being allowed to volunteer.

### **Communication**

While some issues should not be discussed in front of the students, parents should feel that they can communicate their concerns and comments; if at any time you may have a question or concern about your student's care or development, it is requested that parents please be courteous and choose a time to have a conference when the care of the children will not be interfered with.

### **Lillio**

The Kidz Garden LLC uses the Lillio app to manage operations and keep you posted about our school and your child's development. Parents will be invited via email to download the app and create a password and log in. This app is used to keep up with attendance, so it is important that parents sign in and out using this app.

### **Confidentiality**

All information given to The Kidz Garden LLC about your student or family will be kept confidential.

### **Discipline**

## **House Rules**

The Kidz Garden LLC asks that parents respect the fact that we operate our school out of our family home. Students and families are welcome in designated areas of my home used for school purposes only. In addition, we expect a certain amount of wear and tear where children are concerned, I do not want to have my home and personal belongings destroyed or violated. There are certain house rules that all students will be taught to follow while in my care.

The following rules are enforced for the safety and well-being of everyone

- Running is not permitted indoor.
- Physical aggression will NOT be tolerated.
- Standing and or climbing on the furniture is not permitted.
- Obscene, derogatory, or disrespectful language is not permitted.
- Students may not walk around with food or drinks.
- Students are not permitted to lift or carry around other children while in care, this includes siblings.
- Respectful treatment of other people and property is expected.

WILLFUL destruction of property will be charged to the parents and may be cause for termination. If your student willfully damages property, parents will be required to pay to have the item repaired or replaced.

## **Behavior Management**

As a part of our early learning environment, sometimes we encounter behaviors that are inappropriate. These behaviors may include physical encounters between students, inappropriate language use, or failure to comply with guidelines. These behaviors can often be challenging to tolerate, are distracting to the environment, and can negatively impact the quality of care that the students receive. It is THE KIDZ GARDEN LLC'S responsibility to maintain that all students in care remain safe. Attention will be focused on positive behavior while ignoring the negative behavior(s).

**THE KIDZ GARDEN LLC does not yell, hit, spank, slap, kick, pinch, bite or use any other type of abuse verbal or physical to discipline children. Children will not be isolated, denied food, sleep or bathroom use due to negative behavior.**  
When there is a behavior issue with the students, the following actions will take place to modify behavior:

- Corrective actions will be immediate.
- Consistency will be maintained.
- The student will be taught self-correcting behavior techniques.
- Students refusing to cooperate after several attempts for behavior modification, will be removed from the group until ready to participate.
- If the problem persists and the student becomes a hazard to themselves or others, or is uncontrollable, then it will be requested that the student be picked up for the day.
- If the behavior cannot be managed over a period, then it will be requested that the student be placed in care that is more suitable for their behavior.

## **Suspension**

Suspensions occur when a policy has been repeatedly violated by either the parent or by the student, required forms are not returned on time, or payment issues.

Suspensions can last up to 2-weeks. During the time of the suspension, tuition is still being charged and due.

## **Tuition & Other Fees**

### **Registration Fee**

A \$75 per student/\$125 per family is due at the time of enrollment.

### **Tuition**

Tuition payments are as described in contract.

### **Refund**

**No refund is given for absences.**

\*If it is determined within the two-week trial period that services are no longer needed, a 50% refund will be returned for the registration fee only for families withdrawing within the 2-week trial period. This request must be in writing.

### **Payment Methods**

THE KIDZ GARDEN LLC uses the Lillio app to invoice and collect payments. There is an automatic 2.9% fee added by the app for processing.

### **Late Payment**

If tuition is not paid as scheduled, your student cannot attend.

A late payment fee of \$5 per day will be charged beginning on Monday.

After 5 consecutive days of non-payment Preschool services will be terminated.

### **Legal Fees**

Any balance owed past 90 days will be sent to a collector.

The Kidz Garden LLC will seek financial compensation through a court of law for any fees that are not paid on this account after reasonable attempts to collect debt. Any fees incurred while trying to collect debt, in addition to previous charges including late fees will be charged to the parent.

### **Policies**

THE KIDZ GARDEN LLC reserves the right to change policies as needed without notice. All policy violations will be documented and placed in the child's folder. In the event that the policies are continuously violated, KIDZ GARDEN reserves the right to terminate care immediately.