



# POLICY HANDBOOK

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 also by providing an environment that is safe, developmentally appropriate to meet the needs of the students.



## MISSION STATEMENT

- To provide families with a safe, and nurturing place for children to play and learn.
- To help children learn about themselves and the world around them.
- To encourage children to feel good about themselves as learners.
- To provide children with material and activities that will encourage involvement and foster development.
- To actively involve families with the education of their child.
  - To be an advocate for early learning and development.

**TO PROVIDE A HIGH-QUALITY PRESCHOOL!**

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



**General Information**

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

General Office hours are Monday – Friday 7:00am – 4:00pm

- **AM Playschool**                      **8:00 am – 11:30am**
- **PM Playschool**                      **12:00pm – 3:30pm**

### **Ages Served**

Age 2 years to Kindergarten

### **Capacity & Ratios**

The Kidz Garden follows state fire marshal codes per the type of business and location allows. The student capacity for this facility is 16.

The ratios are as follows:

Ages of Children	Minimum Staff Child Ratio
1 to 2.5 years	1/6
2.5 to Kinder	1/10



### **Enrollment Standards & Requirements**

Enrollment at our school is as easy as **1 2 3...**

#### **1. Visit our website**

On our website parents can have a look at our program and find out how we operate.

#### **2. Schedule a “tour/orientation”**

Parents are required to visit with their student at least once before enrolling them. 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.

#### **3. Enroll your student**

When you enroll your student, you will be given a link to the Lilio app to complete the registration forms, all forms are required to be complete prior to your student’s start date. Once all forms are complete, your child will be added to our portal and payments will be set up through the app including the \$75 (\$125 for a family) registration fee.

### **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.

### **Guardianship**

The person enrolling the student must be the student's legal guardian. Also, please specify on the application with whom the child resides.

### **\*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.



## **Attendance Standards**

### **Scheduling**

Our school is open from 8:00 am – 4:00 pm Monday to Friday, excluding holiday and vacation closings. **Students cannot be in care for over 4 hours.** Upon enrollment, you must decide on your student's scheduled days and hours that he/she will attend. **Students cannot attend on days and times that they are not scheduled.**

### **Holidays & Vacation Policy**

A separate school calendar is enclosed.

The Kidz Garden LLC takes a Winter & Spring break with the JCPS system. These vacations are scheduled in advance and included on the calendar. On those days that the program will be closed there will be no tuition fees due.

In addition, childcare will not be provided for the following national holidays, however these holidays are included in tuition.

<b>MLK Jr.</b>	<b>Memorial Day</b>	<b>Independence Day</b>	<b>Thanksgiving</b>
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All payments are due on time regardless of closings.

There will be no discounts or credits given for closings that occur on the students' scheduled day(s) unless otherwise specified.

### **Inclement Weather**

In the event of inclement weather, or other adverse weather conditions, The Kidz Garden LLC will make an announcement on the Lilio app as to the conditions and how to proceed.

### **Arrival and Departure**

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 students directly inside. Students should never be left unaccompanied on premises or dropped off without staff acknowledgement.

We have a classroom cut off time of 9:00 am. Students coming in between 8:30am & 9:00am must eat before being dropped off. When dropping off and picking up please use the Lilio app to check students in and out.

### **Pick Up by Others**

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.

### **Absences**

If for any reason that you know your student is going to be absent, please be courteous and let us know by 9:00 a.m.

#### **\*Long term Absences**

Parents are asked 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.

### **Late Pick-Up**

To avoid additional charges, please make sure your student is picked up by their contract time. Students who are picked up late will be subject to a late pick-up fee of \$1 for each minute after contract time. These fees will be billed on the next tuition invoice.

### **Contract Termination**

The Kidz Garden LLC offers contract playschool. The contract holds valid effective until changes are made by either The Kidz Garden LLC, parent. A 2-week notice must be given prior to terminating care.

Services may be terminated by either The Kidz Garden LLC, parent by giving two weeks' 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 desired change takes 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.

*Any absences longer than 5 days without proper notice will be considered withdrawn and childcare services will be terminated and parents will be charged for the upcoming tuition.*



### **Health Standards**

#### **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.

### **Physical Exam**

Several health forms accompany the application. The medical report is very thorough so we can individualize care and determine if a medical action plan is needed. Current immunizations are required at the time of enrollment.

### **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. This facility is nut free.

The Kidz Garden LLC will post a list of the allergies in the classroom as well as in the kitchen to ensure all staff and volunteers are aware of this information.

### **Administering Medication**

Only the following medications will be administered: sunscreen, insect repellent, emergency seizure, allergy, and asthma medication. Articles such as over the counter cold and fever medications, lotions and powders are not permitted. Medication that students are required to take must be given to the director, and a medication form must be completed and signed before any medication will be administered. The medication must be prescribed for that student, labeled, have a valid date, instructions, and in its original container before it will be dispensed to that student.

### **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 stools
- ✓ 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 accident, the staff will follow specific procedures:

**Minor Accident:**

- First aid will be administered immediately by qualified staff.
- An accident report will be prepared.
- The parent will be made aware of the incident and asked to sign a report. (Parents will be notified immediately for all incidents that occur above the shoulders)
- One copy will go in the student's folder and the other will be given to the parent.

**Serious Accident:**

- 911 will be contacted immediately.
- The student will be taken to the Emergency Room listed on application.
- 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. Parents are required to sign the accident report. One copy will go in the student's folder, and one will be given to the parent.



**Infection Control Standards**

**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.

**Cleaning & Sanitizing**

The Kidz Garden LLC is cleaned and sanitized daily by schedule at the end of the day and more if needed, this includes sanitizing toys, laundry, cleaning the classroom and disinfecting the bathroom and other areas used for and by the students.



**Safety Standards**

**Tobacco Free Facility**

The Kidz Garden LLC prohibits the use of all tobacco products everywhere by everyone.

### **General 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 pre-service requirements for their position including criminal background check and health and safety 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 security cameras.
- Students in care are never left unsupervised or unattended.
- All medications are stored under lock and key.
- A first Aid kit is always fully stock and available for use.
- All hazardous material is stored out of reach of students.
- All unused outlets are covered with safety plugs.
- Fire extinguishers are in the classroom and kitchen.
- All material and equipment that is used by the students are routinely cleaned and sanitized.

### **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.

### **Child Abuse and Neglect Reporting**

Our first concern is the safety and wellbeing of all students. It is The Kidz Garden LLC'S responsibility to report any suspicions of abuse or neglect to the local Department of social Services.



### **Programming Standards**

#### **Personal Belongings**



Each student is provided with a cubby. Students should have at least 2 seasonal changes of clothes including socks, and underpants available always. Please plainly label all the student's clothing and personal items and send them in a Ziploc. Students will also need to provide a blanket for nap time, and a spill proof cup. 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, laundered, and returned or replaced immediately.

### **Toys from Home**

The Kidz Garden LLC provides material and activities for the students to learn through play with. **On Friday the students may bring toys from home**, as long as 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.

### **Meals and Snacks**

The Kidz Garden LLC provides meals and snacks.

Mealtimes are as followed:

Breakfast **815a.m.**

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

Afternoon snack **3:00 p.m.**

### **Food Substitutions**

The Kidz Garden LLC supplies 1% milk. Parents requiring a specific milk other than that listed will be required to supply it to the facility. This milk must be labeled with the child's name, in the original container and will be returned home weekly.

### **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 panties or underwear without protective covers until it has been determined that the student is ready.**

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

## **Outdoors**

We are required to go outdoors daily. The outdoor learning environment supports our program curriculum. The area outside the fenced area consists of the parking lot, front yard and include neighborhood walks. Please make sure that you dress your student accordingly, we cannot leave students inside due to improper attire, or any other reason.

Permission must be obtained and are a condition of enrollment.

## **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. **Balloons are not allowed.**

## **Photography/Video**

At The Kidz Garden, photographs and videos of the students participating in activities are captured in real time for the purpose of records, assessments, classroom displays, communication apps, and social media /websites. Permission must be obtained before any pictures of the students can be published.

The Kidz Garden uses a communication app to post pictures of children. Please be mindful when sharing and reposting photos of your child if other children are in the pictures, as some families have opted for in-app sharing only and not on social media.

## **Video Surveillance**

To ensure the safety and security of all students, staff, parents, visitors, and our school, The Kidz Garden is equipped with a video surveillance system. Security cameras have been installed throughout the premises. These cameras are not a substitute for direct supervision of children.

Respecting the privacy of our students, parents, and school, video surveillance is for internal purposes only. The director is the only person authorized to view the security cameras. Access to video footage is available to parents or guardians only upon written request. The request must be directly related to an incident and include the student's name, date, and time (if known). The footage is available for viewing purposes only, and The Kidz Garden will not release copies. If the footage contains information about more than one student, parents will be informed only about their own child.

Violating the privacy of other students may result in the termination of your child's enrollment.

Video surveillance and recording consent forms must be signed prior to a student's registration as a condition of enrollment.

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

## **Communication**

In order to maintain that your child is receiving the best care, parent/provider communication is important. The Kidz Garden LLC uses the Lilio app to manage operations and keep you posted about our school and your child's development as well as billing information and other great information. 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.

## **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 how invested you are in ALL that they do.

## **Parent Participation**

### **Parents are our greatest asset!**

At The Kidz Garden we consider ourselves 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 allowing parents to get the full outcome of our school. The Kidz Garden offers many different opportunities for parents to become involved in our school and their child's early education. Parents can participate in many ways from volunteering time and resources, to donating material, to performing clerical tasks, to just simply remembering to ask your child about their day. There are so many ways that parents can become involved with the education of their student.

If you would like to help or volunteer in any way, please share your ideas with us.



## **Disciplinary Standards**

### **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, climbing on chairs, tables or furniture is not permitted.

- Obscene, derogatory, or disrespectful language is not permitted.
- Students may not walk around with food or drinks.
- Children 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 at ALL times.

### **Willful Destruction of Property**

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(s) repaired or replaced.

### **Discipline & 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, one or more of the following actions will take place to modify behavior:

- The appropriate corrective action 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 of time, 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 student or by the parent, or when payment issues occur. Suspensions can last up to 5 days. During the time of the suspension, tuition is still due.



## **Tuition & Other Fees**

### **Registration Fee & Tuition**

Registration fee and tuition payments are as described in the contract.

### **Payment Methods**

The Kidz Garden LLC uses Lilio to manage tuition. Tuition payments will be invoiced on Wednesday to be paid through Lilio on Friday for the following week(s). Lilio offers 2 options for payment collection, 1. Through bank draft, this payment can be one time or recurring through automatic draft. 2. Via credit card, this payment can also be one time or recurring through automatic payment.

### **Late Payment Fees**

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, services will be terminated.

### **Legal Fees**

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



## **Policy Acknowledgement**

This policy handbook is provided to go over important program policies. It is important that you receive, review, understand and agree with all policies before registering your student. These policies will be briefly reviewed with you during tour/orientation. Parents/Guardians can receive these policies by going to [www.thekidzgarden.com/forms](http://www.thekidzgarden.com/forms). These forms are also available in print at the or can be emailed by request.

All policy violations will be documented and placed in the students folder. In the event that the policies are continuously violated, The Kidz Garden LLC reserves the right to terminate care immediately.

All policies are in effect until revisions take place. The Kidz Garden LLC reserves the right to change policies as needed without notice.