Dear Parent:

We are pleased that you have chosen Kid Kare of Kalispell Regional Medical Center for your child. The Center provides quality early childhood services for children of employees of NW Healthcare and affiliations. We provide exciting, developmental appropriate learning activities for your child from 6 weeks old through 6 years old. Our staff receives a minimum of 8 training hours per year as well as CPR and First Aid certification.

Kid Kare Child Care Center is also a member of Child Care in Health Care, a national organization for employees with children. CCHC responds to its membership with up-to-date information, a resource network that provides opportunities to meet and work with professionals who share common interests.

Parents are a vital part of our program. We encourage you to visit and participate in activities at the Center. Our Parent Committee is all parents of Kid Kare. Your input in your child’s care is extremely important to all of us at Kid Kare.

We welcome you to Kid Kare Center!

Sincerely,

Manager, Kid Kare
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Kalispell Regional Medical Center Kid Kare is a not-for-profit day care center and is licensed by the state of Montana for children ages 6 weeks through 6 years old. As a licensed facility, we are committed to meet and exceed the standards set by the Department of Child Protective and Regulatory Services. The Center provides care for the children of Northwest Health Care employees and also accepts children of employees of related health care facilities in the area.

It is our intent to serve the Flathead County community through the delivery of innovative, quality childcare services and related programs for adults and children at competitive costs.

The commitment of the center is to provide an appropriate atmosphere where children of all races and creeds experience joy, love, kindness, peace and wonderment at the world around them. We respect the children as unique individuals with the right to learn in an environment of positive reinforcement.

The major goals of Kid Kare are:

1. To create a secure atmosphere that provides stimulating learning experiences.
2. To nurture the growth and self-esteem of children by respecting them as human beings and encouraging them to value the individuality of others.
3. To provide opportunities for creative expression.
4. To aid in the development of active curiosity and enthusiasm for learning.
5. To provide personal interaction in which character and integrity are seen and developed.

Kid Kare strives to provide an environment consistent with the mission and core values of Northwest Healthcare and Kalispell Regional Medical Center.
Kid Kare is dedicated to:

• **Providing a stimulating child-oriented environment.**
  Discovery or interest centers and Montessori learning styles in our classrooms are arranged to offer challenging play, exploration and success at a range of development levels.

• **Supporting our teachers with specific and appropriate training experiences.**
  A resource library and the opportunity to create unique learning experiences for our children is provided along with opportunities for staff to share ideas and grow professionally through continuing education.

• **Positive methods of discipline.**
  Our teachers are dedicated to creating a caring, nurturing atmosphere. Teachers foster each child’s creativity, encouraging development of a sense of responsibility, independence and positive self worth.

• **Developing and maintaining an atmosphere of mutual respect and trust between parents and teachers.**
  For the benefit of the child this partnership requires open daily communication between parents and staff. The Center Supervisor and teachers are readily available to parents for conferences regarding any aspect of Center operations.
Enrollment

Enrollment is determined by the date entered on the waiting list and availability of spaces by age groups, and contracted days. Children of NWHC employees have priority over children from hospital associates. The Center reserves the right to refuse to enroll any child regardless of eligibility.

Admission and enrollment of a child or children takes place through a personal interview with the Manager. At that time, the Center’s program, philosophy and policies will be explained. To meet the requirements of the law and the individual needs of your child(ren), it is necessary that we keep health, attendance and developmental records of your child(ren). These forms/records will be provided at the time of the interview and must be completed and on file in the Manager’s office prior to enrollment. These forms/records are kept in strict confidence. If any information should need to be shared with any other personnel or agency, we will obtain a parent’s written permission before releasing the information unless state requested.

The required forms of admission are:
1. Day Care Contract
2. Emergency Contact and Parent Release
3. Certificate of Immunizations
4. Over the Counter Medication Information
5. Pediatric Health Statement (for infants only)
6. Child and Adult Care Food Program
* If necessary, legal documents regarding the child(ren)’s custody.

The Center must have completed paper work returned three working days prior to a child’s start date.

It is the parent’s responsibility to notify the Manager in writing of any changes of employment, address, phone number(s), hours of work, care and/or custody and other pertinent information regarding the family. For the safety of the child(ren), all records must be kept up to date.
Waiting List

A waiting list, according to priority, will be maintained by Kid Kare. Consideration will be given to the date of application. When a space becomes available, the parents will be responsible for payment as described by the Center Manager or Billing Clerk. If the family does not accept a position when the space becomes available, the next available child on the waiting list will be called and the first child will be placed at the end of the list.

Enrollment in Kid Kare is made without regard to race, sex, creed, religion or national origin, and our programs, facilities, services and methods of communication are accessible to individuals with disabilities in so far as this can be accomplished without fundamentally altering the nature of the program or resulting in any undue financial and/or administrative burden. Please notify us of any special needs your child might have.

Operating Hours/ Attendance

Operating Hours and Attendance: The Center is licensed by the Montana Department of Quality Assurance and Child Protective and Regulatory Services and will operate from 6:30 a.m. to 6:00 p.m. Monday - Friday. Any child remaining at the Center after closing hours will be brought to the office area where staff members will try to locate the child’s parent or contact person. If a parent or other authorized adult cannot be reached within 30 minutes after closing, Center staff will contact the manager and possibly the police.

We are closed on New Year’s Day, Christmas Day, (on Christmas Eve the center closes at 4:00 p.m.) 4th of July, Labor Day, Memorial Day, and Thanksgiving Day.

Scheduling

Parents are required to turn in a schedule prior to using Kid Kare. The schedule is required two weeks in advance so the Center can adequately staff. Failure to do so could result in your child not having a place in the class.
Admission Policies/Procedures

Use of the Center:
Subject to space availability, parents may bring their children to the Center extra days beyond what has been contracted. However, the parent must call the Center in advance for permission to attend prior to bringing a child on these days due to census constraints. Please help us serve you better by being considerate and understanding when it comes to attendance concerns.

Parents will not leave their child at Kid Kare past their working hours unless they have called and verified the time with the Kid Kare Staff. A late $1 per minute late fee will be charged if the parent has not called and a child is left at Kid Kare beyond 6:07.

Logging In and Out: It is important that parents log their children in and out each day. When you leave your child at Kid Kare you are entrusting us with the guardianship of your child for that time. Parents who fail to log their children in and out will be charged a $10 fee for not doing so.

Parent Communication

Parents are an important part of Kid Kare. We encourage parents to talk with their child’s teacher, the Supervisor or the Manager at any time concerning his/her child.

The Kid Kare staff take the responsibility of caring for your children very seriously. We realize that you have given us guardianship of your child(ren) for the entire time they are at the Center. Daily reports will be sent home for the infant- toddler ages so parents can know what the child has experienced all day at the center. Please consult with the Manager or the child’s teacher should a problem occur at home or at the center.

Mothers who are nursing may continue to do so at the center. Please let the staff know if you intend to do so.
Parent Obligations

Medical Exams and Immunization Records:
The parent is responsible for assuring that the child (under the age of 2 yrs. old) has a medical examination by a licensed physician prior to enrollment. Immunizations recommended by the local health authorities and/or Minimum Standards and Guidelines for Day Care Centers, are required before enrollment may take place. This information will be provided on a form supplied by the center. For continuing enrollment, immunizations must be kept current.

Current Forms and Telephone Numbers:
Enrollment forms must be updated as necessary regarding all information contained on the form. Any changes in address, emergency information, work telephone numbers, pagers, immunization records and authorized adults to whom the child may be released must be kept current. Updating of the information is the responsibility of the parent.

The center must be informed of special problems or needs of a child including, but not limited to, allergies and sunburn sensitivities. The parents will be informed of any serious communicable diseases in the center. The Center reserves the right to limit activities of, or exclude a child from the center at its sole discretion if the health, safety or welfare of anyone is an issue.

Health and Safety Policies

Illness/Medication: The Center CANNOT accept any child if the child has the following:

1. An oral temperature more than 101 degrees unless the fever is immunization related. In which case, you need to let the teachers know. (The child must be free of elevated temperature for 24 hours without fever reducing medication before returning to the center.)

2. Any signs or symptoms of possible severe illness such as lethargy, difficulty breathing, uncontrolled diarrhea, vomiting (two or more episodes in 24 hours), rash with fever, mouth sores with drooling, wheezing, behavior changes, or other unusual signs until medical evaluation indicates that the child can be included in the Center’s activities. Three consecutive episodes of loose, watery stools occurring within one hour constitutes diarrhea. Children with diarrhea may return to the center when diarrhea has subsided for 24 hours.

3. The illness prevents the child from participating comfortably in Center activities.

4. The illness results in greater need for care than the staff can provide.
5. The child has been diagnosed with a communicable disease, until medical evaluation determines that the child is no longer communicable and is able to participate in the Center’s activities.

6. Any generalized rash, including those covering multiple parts of the body, must be evaluated by a physician. The child may return with a note from a physician stating the child is not contagious.

If any of the above occurs while at the center, the parent will be called and the child will be admitted to Dino-Sore if space is available and the child meets the Dino-Sore admission requirements. If space is not available, the parent must pick-up their child within one hour.

A child may return to the Center after 24 hours without fever (without fever reducing medications), or in the event of communicable illness with a physician’s written consent stating that the child is no longer contagious), or when symptoms no longer persist (for non-communicable illness).

The parents should notify our staff when a child has been exposed to a contagious disease.

Accidents or Emergencies. In case of a medical emergency, parents will be notified. Center staff is trained in Basic First Aid including infant and child choking and CPR for Infants and Children.

Incident Reporting: An Incident/Accident report will be filled out on incidents/accidents that happen at the Center. The parents or other person authorized by the parents will be notified as quickly as possible if the child has an injury that places him/her at risk.

Medication: a designated center staff member may give medications if the following occurs:

1. Medicine must be in the original container, have child’s name, current date, frequency to be given, amount to be given.

2. These requirements also apply to age appropriate over-the-counter medications such as Tylenol or cough medicine.

3. A Medication Authorization form must be on file for each medication to be administered whether prescription or non-prescription. A new form must be filled out daily unless otherwise stated on prescription.

4. Non-prescription medications without specific dosage instructions for young children must be accompanied by a physician’s written statement of authorization.
**Guidelines for parents and staff to follow when a child becomes ill.**

**Fever.** Anytime a child runs a temperature of 101° or greater, the child must be picked up or sent to Dino-Sore. No other symptoms need to be present. For fevers of an unknown origin, the staff will not give any fever reducers. The child shall be fever free for a period of 24 hours before returning to school without the aid of a fever reducer.

**Diarrhea.** Any child with diarrhea accompanied by either (1) running a fever of 100° or higher or (2) vomiting or (3) three or more episodes of uncontrollable diarrhea, should not be in the Center. Parents will be called to pick up their child should this occur. Diarrhea must have subsided for a period of 24 hours before the child can return to the Center.

**Vomiting.** One occasion of vomiting may indicate the need for the child to leave the Center. In the event of two or more incidents, or accompanied with a fever of 101° or higher, the parent will be notified to pick up the child. Vomiting must have subsided for a period of 24 hours before child may return.

**Impetigo.** Any indication of Impetigo, the parent will be notified to pick up the child. The child may return 24 hours after treatment is started and there is no discharge.

**Hand, Foot & Mouth.** Any indication of Hand, Foot & Mouth the parent will be notified to pick up the child. Normally the child will be able to return to the Center after 3 days.

**Conjunctivitis (Pink Eye)** Any recognition of Conjunctivitis, the parent will be notified to pick up the child. The child may return 24-hours after treatment is started and there is no discharge. A physician's note will be required to retain the child in Kid Kare if Conjunctivitis is not determined.

**Chicken Pox.** A child may return to Kid Kare after all lesions have crusted, but no sooner then seven days after the onset of the rash.

**Thrush.** Any signs of thrush, the child must be picked up and seen by a physician before returning to the Center.

**Rash.** Any signs of a rash of unknown origin, the child must be picked up and a determination must be made by the child’s physician to retain the child at the Center.

**Teething.** Teething medication provided by the parent will be given to the child with written permission that details amount and specific time to be given.
Safety Policies

1. A staff member in charge of a child or a group of children will be responsible for their safety.
2. No child will ever be left alone or unattended.
3. Staff is aware of fire and weather emergency procedures.
4. Fire drills are held each month.
5. Infants are placed in evacuation cribs for removal to designated areas.
6. Anyone suspected of abusing or neglecting a child will be reported as required by law to the Department of Family Services.

Safe Arrival and Departure: Children may arrive after 6:30 a.m. An authorized adult, at least 18 years of age, MUST accompany the child into and out of the building. The adult will take the child to the proper area and make sure the teacher is aware of the child’s arrival. Children will not be released to leave the building without a parent or authorized adult coming into the building. Children are not allowed to leave on their own or with a sibling under the age of 18 or with unauthorized adults. Adults must be prepared to show a picture I.D. (Driver’s License) if requested.

Any restrictions on the right of a parent or legal guardian to visit at the Center or pick up a child at the Center must be provided in advance to the Supervisor with the proper supporting documentation.

If an adult arrives to pick up a child and appears to be intoxicated or is exhibiting questionable behavior, such behavior may result in notification of the Kalispell Police Department. All entering and exiting of the building must be through the front door or the downstairs door or an alarm will sound.

Emergency Procedures

In the event of an accident or emergency, every effort will be made to notify the parents. The Emergency Contact and Parental Consent Form enables Kid Kare to seek immediate care for a child should an employee not be able to be reached. It is for the child’s benefit that the parent keeps all phone numbers up-do-date.

Children in need of emergency treatment by a physician will be taken by the Manager, or designated staff member, to the Emergency Room at KRMC. If the situation warrants, 911 will be called. Kid Kare will not be held responsible for any medical bills received due to an accident that occurs while at Kid Kare.
The children at the Center participate in a program designed to meet the needs of every child. We combine developmental readiness activities utilizing learning centers with a mix of Montessori concepts and some traditional educational methods. Teachers plan for specific age groups as well as individual children. Lesson plans are completed by center staff.

**Child-staff ratios within group size:**
Kid Kare Child Care Center child/staff ratios will always be in compliance with state minimum standards.

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<th>Group Size</th>
<th>Age of Children:</th>
<th>Child to staff ratio</th>
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<td>12 months to 24 months</td>
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<td>24 to 36 months</td>
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<td>4 to 6 years</td>
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**Infants:**

**Schedule:** The infant program follows a “demand” schedule in which children eat, sleep, and play according to their individual patterns. Simple activities are scheduled according to developmental age to encourage attachment, vocalization, eye-hand coordination, etc. The activities assist caregivers as they monitor each child’s developmental progress.

**Feeding:** The Center provides iron fortified formula for babies unless parent prefers a specific brand. Breast milk must be in bags made specifically for breast milk clearly marked with the child’s name and date. Parents of infants must provide baby food until the child can eat table food. A snack will be available if the child cannot wait between feedings and is able to eat table food.

**Diapers:** Parents of infants must provide diapers, diaper wipes and any medications including diaper ointments used. If a child wears cloth diapers, it will be necessary to provide a sanitary diaper container with a lid and plastic bags for proper storage of soiled diapers. **All items must be marked with child’s name.**

**Sleeping:** The U. S. Public Health Service and the American Academy of Pediatrics recommend that infants sleep on their backs until they are able to turn over on their own unless there is a health condition that might require them to sleep on their tummy. A doctor’s note stating a medical condition exists is required for a baby to sleep on its tummy.

**Clothing:** Once the infant is mobile, outside time is encouraged. Parents must provide shoes, socks, and weather appropriate attire for outside play.
Personal Belongings

With the exception of blanket/security objects for nap time, crib items for infants, we ask that parents do not send personal toys and belongings from home with a child. The Center is not responsible for loss or damage to personal belongings.

Nap Time

An adequately supervised rest period on mats, or in cribs is required by Kid Kare for all children remaining in the center after the noon meal.

Outdoor Play:

Outdoor play is necessary for the healthy development of children. Weather permitting, outside playtime is scheduled for each group daily. Parents are asked to not request children “stay inside” due to illness. To provide adequate supervision of children on the playground, all staff members must be able to oversee their activities. Please be prepared for sudden weather changes by having a jacket or sweater available in the fall and spring.

Outside play is an important part of a child developmental program. Children will not go outside when the temperature drops below 25° for ages 2 and down, or 15° for the kids 3 years and older.

Nutrition Guidelines

1. Each child will be served breakfast, lunch, and an afternoon snack.
2. Breakfast will be provided between 8 a.m. and 8:30 a.m.
   Lunch at 11 a.m., Snack at 3 p.m.
3. Lunch is planned and prepared by Kalispell Regional Medical Center’s Dietary Services. Breakfast and Snack are prepared by the Kid Kare Staff.
4. Food is not allowed to be brought in and served in lieu of meals provided by the Center. Without documentation from the child’s physician stating food allergies or restrictions, or unless there are religious restrictions.
5. Menus are posted at each nourishment center and copies are available for parents.

Children are encouraged to taste all foods and feed themselves. Special snacks will only be allowed if previously arranged with the teacher. If a child is in a room with another child with a food allergy, that child may not bring any foods for which the child is allergic.
For some children, Kindergarten will be the first experience away from home. Our Kindergarten program will help the child develop a comfortable, secure feeling of belonging. Through teacher-guided and self-directed activities, the Kindergartner should develop independence, responsibility, attitudes of sharing and habits of fair play. Through planned experiences, our Montessori style Kindergarten program should build a foundation for successful future learning by developing the ability to listen attentively, to observe carefully, and to communicate orally. Our kindergarten is staffed with highly qualified teachers who are trained in the Montessori method. The Kindergarten class meets from 9:00 a.m. to 3:00 P.M. We provide breakfast, lunch, and an afternoon snack. There is tuition for our Kindergarten and extended afternoon childcare is offered for an additional fee.

Classroom Management:
Because children are children, and discerning right from wrong is a continual learning process, we will first talk to the child when unacceptable behavior occurs. If it is a recurring problem, we may separate the child from the group in the classroom. We hope this will encourage the child to understand the importance of acceptable behavior patterns and will result in an early return to the group. The child will be asked to think about what he or she has or has not done and then decide when he or she is ready to return to the group. If the problem cannot be resolved between the teacher and the child, or if the unacceptable behavior continues, the teacher may call the parent and share what is happening. Discipline and guidance are consistent, and are based on an understanding of individual needs and development, promoting self-discipline and acceptable behavior.

Class Assignments:
When enrolled, a child will be placed in a classroom on the basis of age and developmental need of the child. Transitions to the next classroom will take place according to age and developmental needs of the child, as well as available openings in the next classroom.
Daily Schedules:

Daily schedules, planned according to the developmental needs of children, are displayed in each classroom. Lesson plans that incorporate activities in all areas of development are available from the teacher.

Toys, Candy, Gum, Toy Weapons:

Please do not allow your child to bring toys, candy, gum, money or toy guns to the center. “Security” items are O.K. if they are “must have” items.

Communication: Please communicate with the office or your child’s teachers by a note or phone call. When dropping off and picking up children, the teachers cannot take time to visit, as their attention must be on the children in the classroom. Please do not engage them in lengthy discussions that can be handled with a phone call during naptime or a scheduled conference.

The front office phone number is 756-9539. We will transfer your calls to the classroom or take a message. Conferences may be scheduled whenever necessary.

Birthdays: All preschoolers love having a birthday party. If you wish to have your child celebrate his or her birthday at the center, you are welcome to provide cupcakes or cookies. Please notify the office and your child’s teacher ahead of time.

Walking Field Trips:

1. Notices will be posted on the classroom door or a message left at the office when children will be away from the center on a walk.

2. Parents are welcome to accompany us as chaperones on walking trips.
Payment choices are payroll deduction, cash, or check. Payroll deductions will be made with the ending of each pay period. Cash or check payments must be made according to the payment schedule given out at enrollment. If a payment has not been made by the second pay period, a 3 day grace period will be given to make the payment or termination of services may result.

Cash or check payments may be placed in the box outside the front office. Receipt of payment will be placed in the file box for you to pick up the following day.

1. If a child is left in attendance after the normal operating hours, a late fee of $1 per minute after 6:07 will be applied during that billing period.

2. Increases in tuition or changes in policy will be announced at least 30 days before going into effect.

3. Parents will be charged for scheduled days regardless of attendance if contracted. Free days can be used during the year, Jan. 1 through Dec. 31. One to five days can be used per year depending on how many days you are contracted.

4. Children’s records will not be released with outstanding balances on account. Children will not be allowed to participate in special programs including kindergarten graduation if tuition is past due.

5. Children are automatically dismissed when tuition is more than two weeks past due unless prior arrangements have been made with the billing clerk or supervisor.

6. If a parent adds a day to the already contracted days and the child does not show up, the child will be charged for that day.

7. Those who do not call to report an absence on scheduled days will be charged for the full day plus the additional day that they bring the child on an unscheduled day.

**TERMINATION OF CHILD CARE SERVICES**

1. The Center reserves the right to proceed with termination of a child if the child care fees are not paid by the next billing period of 2 weeks or prior arrangements have been made with the Supervisor or Billing Clerk.

2. The Center reserves the right to termination of a child if that child becomes a danger to other children and the supervisor deems other children at the center unsafe in the presence of that child, or if the staff is unable to meet the needs of the child in group settings.
Drop-in Policy

Drop-in is considered use of the Center on an unscheduled basis. This includes any hours not covered in your contract, hours not submitted on a schedule form, or a parent working longer than a normal schedule.

Guidelines to follow when using drop-in service:

1. Before bringing a child for drop-in service, it is necessary to obtain approval from the Manager or Scheduler. This is the employee's responsibility and without the approval, there is no guarantee that the child will be admitted. Every effort will be made to give approval at the time of the request.

2. When requesting drop-in service, the hours the child(ren) will be at the Center should be stated. The child(ren) must be picked up at the time agreed upon or earlier. If it is necessary to extend the drop-in hours, a parent must call for pre-approval.

3. If working hours longer than the normal schedule, the parent must call the Center prior to the normal pick-up time. At this time, the parent shall give an approximate time at which the child(ren) will be leaving. An exception will be made if, due to the work situation, it is impossible to call.

4. If the parent will not be at work, a phone number must be left with a teacher so the parent can be reached.

5. Kid Kare closes at 6:00 p.m. unless prior arrangements have been made for evening care. A fee of $1 per minute late fee will be charged from 6:00 to the time the child is clocked out.

Free Days

Each child earns free days based on the type of contract. The vacation time allotted would be as follows:

- A 5-day contract earns 5 free days per year.
- A 4-day contract earns 4 free days per year.
- A 3-day contract earns 3 free days per year.

A child is eligible for free days after six months of enrollment. Free days are calculated on a calendar year basis, January 1 through December 31. Schedules reflecting free days must be submitted in writing to the Manager or Scheduler two weeks prior to time off in order to receive credit. Free days may be used for missed days due to illness. Kid Kare does not refund vacation for previous days missed or unused free days.
Parent Responsibilities

In accepting the privilege of using Kid Kare, parents must also accept the responsibility in following the policies stated in this handbook. Failure to provide schedules consistently, to responsibly handle health or discipline problems, or failure to follow standards listed below, may result in the suspension to use Kid Kare. The Center has the responsibility for the safety and care of all the children in attendance and cannot compromise that responsibility to accommodate those who do not follow their obligations.

It is the parents' responsibility to:

1. Keep the teacher informed of any important changes in the home situation.

2. Support the policies and objectives of the Center’s program by:
   a. Helping your child get sufficient sleep and feel rested and ready to participate.
   b. Safeguarding your child’s health in order to insure regular attendance and to protect the other children.

3. Do not discuss observations or information acquired through your child(ren) or other parents. Any information about a child/family is treated in strict confidence. Any concerns should be discussed with the teacher and then the Manager.

4. Inform the teacher of any type of virus or illness contracted by your child which might be contagious.

5. Discuss concerns and/or observations regarding your child(ren) with appropriate staff in a timely manner.

6. Treat the Kid Kare staff with respect and dignity.

7. Do not display hostile behavior in front of staff members, parents or children. Parents and the appropriate staff should remove themselves from the classroom and take the issue to the Manager’s office.
Kid Kare follows these guidelines for proper cleaning of the Center, as well as, proper infection control techniques. If a child contracts a contagious illness, the Manager will contact Infection Control at the hospital.

**Basic Guidelines:**
1. Hands are washed upon arrival and after each diaper change or toileting.
2. Staff and children wash hands before and after meal times.
3. Staff are encouraged to wash hands after wiping noses.
4. Toys are washed on a regular basis in all rooms.
5. A housekeeper cleans the center daily.
6. Carpets are cleaned monthly.

**Clothing**

1. All personal belongings must be marked with the child’s name.
2. An extra set of season appropriate clothing, including underwear, socks, pants and a shirt should be at the center in case of an accident. This should be kept at the Center from the first day of attendance.
3. Please dress your child in comfortable, washable clothing that can be easily removed by the child. Please dress your children appropriately for the weather.
4. Slippers or inside shoes must be kept at Kid Kare for your child to change into when they arrive for the day. Outdoor foot attire is not to be worn inside the classrooms.

**Toilet Training**

Toilet training is an important part of your child’s physical development and is included in the daily practice of the Two Year Old rooms. Toilet training can only begin when there are definite signs and the child has the ability to communicate this to the parent and staff. This training should be a cooperative and consistent effort between the home and the Center. At least six pairs of training pants must be at the Center at all times during this stage.
Arrival and Departure

Infants are moved to the next room when they are developmentally ready for the following level of care if there is room for them. Children of 2 will move close to the time when they have their birthday. The children who are 3 will move close to their birthday unless their birthday is in the spring or summer, they will be moved to Treasure Island or I.E. C. in late August or early September in anticipation of the school year. At times, based on the number of spots available in the next age group it may be necessary to retain the youngest child(ren) in their current room until another opening in the next age group becomes available.

Before your child moves to the older classrooms, the parent will have the opportunity to meet the staff to discuss routines, schedules, procedures and programming. At times it may be necessary to make changes in the teaching staff in your child’s room. Every effort will be made to limit room changes.

Room Changes

Upon entering and leaving the building, children must be accompanied by a parent at all times. Each parent is required to make the teacher aware of the arrival and departure of your child(ren) for the day.

Informal conversations during drop-off and pick-up times are valuable for your child and the Center’s staff. The effectiveness of the Center depends a great deal on your enthusiasm and participation. We ask that specific problems concerning your child(ren) not be discussed during drop-off and pick-up times. Your are encouraged to set up a time when you may call your child’s teacher so that those things can be discussed privately.

Key fobs for sign-in purposes are used to record attendance at the Center and are official records required by the state licensing authority. The parent, is responsible for proper documentation of the attendance card. Clock your child(ren) in when entering the building and clock-out as you leave. Failure to log in or out of the Center will result in the parent being charged an extra $10 per day.
All grievances are to be directed through the following channels:

1. Discuss the matter with the appropriate teacher within one week. Usually the concern can be met through an informal conference.

2. If resolution cannot be obtained, the parent and teacher are to schedule a conference time with the manager.

3. If the grievance is pursued, a written grievance is to be directed through appropriate administrative lines. Ultimate decisions will be the responsibility of the Human Resources Department.