

Parent Handbook

A Kid's Place Drop-in Childcare
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Welcome to A Kid's Place

Please carefully read this handbook and keep it handy for future reference.

This handbook summarizes our program, policies, and the practical details that go into making each day as happy and successful as possible. A Kid's Place Drop in Child Care (A.K.P.) does not discriminate based on race, color, religious creed, ancestry, disability, national origin, sex, or language. The staff at A.K.P. will be glad to address any of your questions or concerns.

We cater to children from infancy to pre-adolescence, specifically ages 4 months to 12 years old.

Hours of Operation

- Monday through Friday: 7:00 A.M.-7:00 PM *
- Saturday & Sundays: Closed.
- Infant Hours are Monday through Friday 7:00 A.M.-6:00 PM

* Monday-Friday doors are closed and phones are not answered from 11:45 AM-12:30 PM

Holidays and closures

- New Year's Day: Closed
- Easter weekend: Closed Saturday & Sunday
- Memorial Day weekend: Closed Saturday-Monday
- July 4th: Closed
- Labor Day weekend: Closed Saturday-Monday
- Halloween: Close at 6:00 PM
- Thanksgiving weekend: Closed Thursday-Sunday
- Christmas Eve: Closed
- Christmas Day: Closed
- New Year's Eve: Closed
- Closed two separate days a year for staff's Continuing Education classes (TBD)

General Policies

Scheduling Your Child

Reservations are strongly suggested, as we fill up quickly. We will hold your reservations for 30 minutes.

Childcare reservation schedules are put out by the middle of each month. Please turn your schedules in as soon as possible. Contracted kid's schedules must be turned in at least 3 days before the start of each month. After that, reservations are first come, first served.

When reserving childcare, please write your latest possible pick up time. You are only charged until actual pick up. Employees are scheduled according to times reserved by you. We may open or close earlier or later depending on reservations. As a small business, we try to keep childcare prices and operating costs down. In order for A.K.P. to avoid paying overtime, we need parents to stick to their scheduled reservations.

Childcare charges will begin at your reserved time. If you are unavoidably delayed more than 10 minutes, please call. No call/no show and cancellations with less than 12 hours' notice* will still be charged their full reservation (See [Fees and Surcharges section](#)). If you need to cancel or change your reservation, please inform us as soon as possible. We may offer that time slot to someone else and you will avoid the late cancellation fee.

*** Winter Holiday Cancellations:** All schedule changes for Dec 21 - Dec 31 must have at least 72 hours' notice, unless a doctor's note is provided. You will be charged for all hours that you schedule.

Drop-Off and Pick-Up

Children must be walked into and out of the facility. Please park in a designated parking spot, and walk your child into the facility. They must then be signed in. Please complete all sections of the sign in sheet. We must have a working contact number in case of illness or emergency. The number provided will need to be answered when called, or immediately responded to.

Children will be released to the child's parent or designated individual over 16 years of age, as specified on the Emergency Contact, and Child-Pick-up Authorization forms, and on the Signature page at the end of this handbook. Proper ID will be required for pick-up.

If a parent or person designated to pick up children is obviously impaired by drugs or alcohol, the center may call the police. If you feel that you may be drinking, please make other arrangements for pick up.

Parents shall be permitted free access for up to five minutes without prior notice, when their child is in the facility. The staff are busy caring for your children, and do not have time to monitor visitors.

In case of an emergency, where the facility cannot be occupied, children will be evacuated to Domenico's Restaurant, across the parking lot. The children will remain there until their designated emergency contact person can pick them up. In case of a community-wide emergency, children will be evacuated to the Cranberry Township Municipal building on Rochester Road. Accompanying this handbook is the Emergency Evacuation plan.

Health Information

Pennsylvania law requires that we maintain a file with current health forms for all children enrolled in our daycare. A Kid's Place requires proof of your child's immunizations on their FIRST visit. We must have a current health form, signed by your child's doctor, within 45 days of your child's first stay. We are required to have a new health form every year. Infants must have 4-month, 6- or 9-month, 12-month, and 15 or 18 month physical assessments, completed and signed by a pediatrician.

Any child with a fever, communicable disease, or infection that can be transmitted by casual contact will not be permitted in the facility. Children with colored nasal drainage may not attend day care. Children who have had fever, vomiting or diarrhea within 24 hours may not attend daycare.

Again, we must have a working contact number at all times. If a child becomes ill, the parent/emergency contact is to pick the child up within 30 minutes of notification. If the child is returning with-in 24 hours, we will need a note from the pediatrician stating that the child is NON-CONTAGIOUS. "May return to daycare" is not sufficient. Facility personnel will not administer medication, including over the counter medicines. Emergency asthma medicine will be administered with written instructions from the doctor.

How we help to assure your child stays healthy

- Good hygiene is stressed
- Every attempt is made to keep toys and play areas sanitized
- Napping is done on individual mats
- Hand-washing before eating, after the use of the potty, and after playing outside (and about 20 other times during the day)
- No Smoking in or within 20 feet of the facility
- Health policy strictly adhered to
- Current Immunizations are required

Behavior

Disciplinary techniques that we use are: remind, redirect, remove from situation, and time out. We try to "catch the children doing something right"; positive reinforcement works so much better than negativity.

Aggressive behavior cannot be tolerated. Repeat offenders will not be permitted to return.

Biting will not be tolerated. First offenders will be sent home. Repeat offenders will not be permitted to return.

Parent Communications

A Kid's Place communicates with families through the use of posted notifications, bulletin boards, yearly newsletters, emails, texts, Twitter, Facebook, and yes, even in person. We will make every effort to keep you informed about important information regarding your child's care.

Please take time at drop off or pick up to read the information provided on bulletin boards. When picking up your child, please take a moment to hear about your child's day. We know it can be hard, but you may need to hang up that phone.

Child Safety

Our daycare doors are always kept locked. You will need to knock or ring the doorbell in order to be let into the facility. Please do not open the doors for others unless you are asked to do so by a staff member.

Prohibited Items

The following items are prohibited in the facility:

- Firearms
- Smoking
- Drugs or controlled/illegal substances
- Alcoholic beverages

Toys from Home

We do not allow toys from home. They can present a safety hazard. A small single comfort item is permitted. No phones, tablets, or any electronic devices that can take pictures are allowed. All items brought from home must be clearly labeled with the child's name. If not clearly labeled, the staff will label items using permanent marker.

Choking Hazards

No objects less than one inch are allowed in the facility, they present a choking hazard.

Footwear

Shoes are not permitted in the facility for sanitation purposes. All children **must** have socks on. If you happen to forget this, especially during sandal season, we do have socks available for \$1.00 a pair.

Personal Storage

Storage cubbies are available on a first-come-first-serve basis. As your child's cubby is accessible to other children, please keep your bag free of foods and medicines. Keep a close eye on what is being placed into your child's bag. Things that can be dangerous if in the wrong small hands are: hand sanitizer, diaper creams, vitamins, even chapstick. Please hand a staff member your child's lunch bag/food items.

Training & Certifications

All staff receive fire safety training and certification, on an annual basis. A Kid's Place is outfitted with fire-extinguishers, smoke alarms, fire-pulls, emergency lighting, and 4 safety exits. We are required to perform fire drills on a bi-monthly basis, which yes, includes winter.

Potty Training and Diapering

Diaper changes are done every two hours, and as needed. Diapers and wipes are supplied by parents. If you forget them, diapers can be purchased at \$1 each. (Usually we just ask you to replace them the next day) Please send enough for your child to be changed every 2 hours, plus an extra, just in case.

We are happy to assist parents in potty training their child. We ask that you send your child in clothes that **they** can easily put on and take off themselves. This means no belts, buttons, or zippers. A.K.P. also requires pull-ups that can be opened and closed from the sides.

Children are not considered completely "potty-trained" until they go to the bathroom independently.

Child Service Report

All children that are contracted are required by the state to have an assessment completed by their childcare provider. We do these every 6 months in April and October. Child service reports are used to benefit the children by identifying the child's strengths and completed milestones. When there are concerns, follow-ups or referrals may be initiated. Our families are a part of the assessment process.

Infant Care

We maintain a small, intimate infant care area, where we care for no more than four babies at a time. The infant room and all of its equipment are kept apart from the rest of the facility in order to maintain a sanitary environment for our infants. Our babies receive very special care from our dedicated baby whisperer.

We take care of infants 4 months old and up. Hours for infants are Monday through Friday from 7 A.M. to 6 P.M. We require a minimum of 48 hours for infant reservations. Schedule changes must be done at least 24 hours in advance. Parents are responsible for bringing all diapers, wipes, food, and formula / breast milk. Bottles must be taken home daily. Bringing a soft blanket, and familiar comfort item is highly recommended. A written feeding schedule is required, and must be updated with dietary changes. Each day parents receive a detailed report of their baby's day, including, feedings, diaper changes, naps, temperament, and activity.

Meals and Snacks

Catered meals and snacks are available. Meals are \$4.00 Snacks are \$1.00. All children staying 4 hours or more will be fed and charged for a snack unless one is brought from home. Indicate on the sign-in form if you brought meals and snacks, or if you would like them catered. **B=Brought, Y = Cater.** You will be charged for requested meals & snacks. Catered breakfasts are not provided. If you would like your child to have breakfast with us, please send ready to eat items... If there is a breakfast item that needs to be heated, you must be here by 8:00 AM. Breakfast is completed and cleaned up by 8:20 AM. Snack for 1 & 2 year olds is at 10:00 AM. Lunch is at noon. If packing lunch/snack for your child, please do not send candy or nuts. (Peanut butter is OK.) Snack is at 3:00 PM for all ages. We do not heat or prepare snack items. Dinner is served Monday through Friday at 6:00 PM. Menus are posted and subject to change without notice.

Financial Information

A registration fee of \$40.00 per family, is due on the second visit. This fee is due annually during the enrollment month. A Kid's Place uses these fees to pay for many things, including; staff continuing education and safety classes, purchasing new and exciting toys, books, arts and crafts.

Payment for childcare and related services is due at time of service. If your child's care is under contract, payment is due on the last day of your child's week. (Unless other arrangements have been made in writing, with the Director). A late fee of \$10.00 will be charged for payments not received on the last day of your child's week. We accept cash, checks or money orders. We accept credit cards (FEE

OF \$3 FOR \$1-\$99, \$6 FOR \$100-\$199, \$9 FOR \$200-\$299). Returned check fee/Credit card denial for any reason is \$30.

Late Fees & Surcharges

- All childcare charges begin at reserved time
- Cancellations and schedule changes with less than 12 hours' notice are charged the full amount of their reservations
- **One Dollar per Minute:** Anyone picking children up after posted closing time

Child Care Rates

Plan Type	# of children			
	1	2	3	4
Hourly	\$7.25 \$7.75 * \$8.25 ** \$9 ***	\$11.25 \$11.75 * \$12.25 **	\$12.75 \$13.25 * \$13.75 **	\$13.75 \$14.25 * \$14.75 **
10 hr. block	(\$7.00/hr) \$70 \$75 * \$80 ** \$90 ***	(\$11.00/hr) \$110 \$115 * \$120 **	(\$12.50/hr) \$125 \$130 * \$135 **	(\$13.50/hr) \$125 \$130 * \$135 **
20 hr. block	(\$6.75/hr) \$135 \$145 * \$155 **	(\$10.75/hr) \$215 \$225 * \$235 **	(\$12.25/hr) \$245 \$255 * \$265 **	(\$13.25/hr) \$265 \$275 * \$285 **
30 hr. block	(\$6.50/hr) \$195 \$210 * \$225 **	(\$10.50/hr) \$315 \$330 * \$345 **	(\$12.00/hr) \$360 \$375 * \$390 **	(\$13.00/hr) \$390 \$405 * \$420 **
Part-Time (up to 27 hr/wk)	\$135 \$145 * \$155 ** \$190 ***	Rates for part-time and fulltime care will be discounted for additional children		
Fulltime (up to 48 hr/wk)	\$180 \$185 * \$205 ** \$265 ***			

* Children 2 years until potty trained

** Children 1-2 years

*** Infants 4-12 months: Require 48 hour notice to schedule and 24 hour cancellation notice

Pre-School Program

A Kid's Place offers academic pre-school programs. Our goal is to assist in developing your child's confidence, self- image, and ability to interact in academic and social environments.

Pre-school is separate from daycare. Some children only attend daycare, some only pre-school, some do both. Pre-school follows the usual academic calendar, running from September through May.

For more information, visit our website: <http://www.akidsplacechildcare.com/pre-school>

Program Information Signature

I, _____ the parent/guardian of
_____, have received, read and
understand the program information, and the Emergency Operations Plan for A
Kid's Place. I agree to review the parent information board in the entrance each
day. I agree to update the emergency contact form and the child pick-up
authorization form every 6 months and whenever information changes occur.

Parent/Guardian Signature _____ Date _____

Phone _____

Email _____

Employee Signature _____ Date _____