

KiddieKlub

2020 Parent Handbook

"Where children are encouraged to explore and discover through imagination and play."

Our highly educated, fun-loving staff is eager to provide the care and education you have been seeking for your child. Our goal as child development professionals is to focus on fostering growth and development in each individual child. We have created a secure, nurturing, and stimulating environment which encourages children to develop self-motivation, self-direction, creativity and the problem-solving skills needed to create a life-long love of learning.

This handbook contains KiddieKlub's policies and procedures, which are important to you and your child. By signing the following, you agree that you have received and read a copy of KiddieKlub's Parent Handbook. You also agree to follow the policies, procedures, and practices placed before you within the parent handbook.

Name of Child _____

Child's Classroom _____ Start Date _____

Name of Child _____

Child's Classroom _____ Start Date _____

Name of Child _____

Child's Classroom _____ Start Date _____

Name of Child _____

Child's Classroom _____ Start Date _____

Name of Parent(s) _____

Signature _____ Date _____

Signature _____ Date _____

Admission & Withdrawal Policy

KiddieKlub offers early childhood care starting at six weeks of age through school age. All available student openings are on a first come, first served basis. To enroll in any KiddieKlub classrooms, you must first check with the director to see if your desired space is available. If the days you are looking to enroll for are available, KiddieKlub requires a deposit of your first week's tuition, last week's tuition, and the registration fee to reserve the space for you. Along with your full deposit, a completed Enrollment Agreement and completed Child Information Record must be submitted.

KiddieKlub requires a minimum of two days of enrollment into any of our early childhood classrooms. KiddieKlub will not exceed the maximum daily number of students allowed in any classroom, at any time. Minimum age requirements and maximum group sizes for our classrooms are as follows:

KIDDIEKLUB CROOKS

Infant (6 Weeks) – up to 12 children
Toddler 1 (12 Months) – up to 12 children
Toddler 2 (12 Months) – up to 12 children
Young Preschool (30 Months) – up to 16 children
Preschool (33 months) – up to 19 children
PreK (45 months) – up to 22 children

KIDDIEKLUB ROCHESTER

Infant (6 Weeks) – up to 12 children
Toddler 1 (12 Months) – up to 12 children
Toddler 2 (12 Months) – up to 12 children
Young Preschool (30 Months) – up to 16 children
Preschool (33 months) – up to 20 children
PreK (45 months) – up to 24 children

When the deposit and completed forms are received, your space will be reserved in the classroom. Before your child's start date, KiddieKlub must also receive the following completed forms:

- Immunization Record or Completed Immunization Waiver from your county's health department (Needs to be updated 4 months after attendance if not current when enrolling)
- Completed Topical Ointment Waiver
- Milk/Food Consent Form (Required for all infants and any child who will be providing their own milk/food to the center)
- Preschool/PreK Ratio Consent Form
- Signed Copy of the Parent Handbook (1st Page Only)
- Completed Parent Questionnaire

A completed Health Appraisal must be turned in **NO LATER than 30 days** after your child's start date and will be required to be updated annually or bi-annually based on your child's age. Management will notify you when an updated Health Appraisal is needed. If you fail to turn this document in within 30 days, your child's space may be forfeited.

KiddieKlub accepts families who are receiving financial assistance from government organizations. Previous arrangements must be discussed with the director for each parties' tuition amounts to be calculated. Any family receiving financial assistance will be responsible for any unpaid balances by the organization.

There may be times that KiddieKlub has limited space available due to maximum capacities. All space available will be filled first by currently enrolled students on our waiting list and then by new families. A family can be put on a waiting list to get into their desired classroom. KiddieKlub will contact those families when space becomes available.

KiddieKlub must be provided with a written notice of withdrawal at a minimum of two weeks prior to withdrawal. (One week is defined as a full week, Monday through Friday.) Your notice must be submitted on your child's first attending day of the week for the week of your submission to be considered your first week of the two-week notice. If a written notice is not provided, parent(s)/guardian(s) are required to pay all tuition fees for two weeks, regardless if the child attends KiddieKlub or not. Any balance remaining on a child's account at the time of withdrawal must be paid in full. If your child is re-registered at KiddieKlub, a new, non-refundable registration fee and deposit will be required. Vacation weeks **may not** be used as part of your two-week notice. The last week's tuition from your registration deposit will be applied to the last week of care at KiddieKlub, only if all balances (tuition and other fees) are paid up to date and a proper two-week notice is given. Your child's last week will be billed at their normal attendance and will not be pro-rated. Notice of Withdrawal and Scheduled Absence Forms can be found outside the office.

KiddieKlub requires a 30-day waiting period before a child may be re-enrolled into our programs. The 30-day waiting period begins on the child's last scheduled day of attendance. (Example: If your child's last scheduled day of attendance is June 1st, you may re-register on July 1st.)

There may be times that our program is not suitable for all children and families. Under certain circumstances, a child's enrollment may be terminated based on the discretion of KiddieKlub's management. A child may be dismissed from our program due to unacceptable behaviors by either the child or associated adults, non-payment of required fees by parents, and/or a family's failure to follow KiddieKlub's policies and procedures. KiddieKlub will only terminate a child's enrollment after all efforts have been made by parents and staff to resolve any concerning issues. Behaviors that are considered unacceptable include and are not limited to: excessive biting, aggressive behavior, aggressive or threatening language towards children or staff, excessive pinching, hitting & kicking, using inappropriate language in the classroom or towards staff, failure to adapt to KiddieKlub's program, and other behaviors that may be harmful to other children or staff in the classroom.

Days/Times of Operation & Center Closings

KiddieKlub operates during the hours of 6:30 am through 6:00 pm, Monday – Friday, year-round. KiddieKlub will typically remain open on days that local schools are closed (i.e. winter break, spring break, snow days, etc.). KiddieKlub will only close on days that inclement weather, natural or man-made disasters, or any other emergencies do not permit safe operation of the center. Parent(s)/guardian(s) should call the center before arriving if they are uncertain about the day's activities, to assure that the center will remain open and that staff members have arrived. KiddieKlub will send a text message through HiMama for any unscheduled closures.

Full payment is required for days that the center must close due to inclement weather, natural or man-made disasters, or any other emergencies. Full payment is required for student absences; there will be no tuition reductions. Full payment is required when the center is closed for holiday observances and/or teacher professional development days and in-services.

KiddieKlub closes for the following days during the year. Full payment is still required for days that the center is closed for holiday observances and teacher in-service days. If a holiday falls on a Saturday or Sunday, KiddieKlub will be closed the Friday before or Monday after the holiday. All payments must be made before the scheduled closing date. Normal tuition late fees will be assessed on any account not paid before a scheduled closing.

| | | |
|--------------------|------------------|----------------------------|
| Friday, March | 13 th | Spring Teacher In-Service |
| Friday, April | 10 th | Good Friday |
| Monday, May | 25 th | Memorial Day |
| Friday, July | 3 rd | Independence Day |
| Friday, August | 14 th | Summer Teacher In-Service |
| Monday, September | 7 th | Labor Day |
| Thursday, November | 26 th | Thanksgiving Holiday |
| Friday, November | 27 th | Thanksgiving Holiday |
| Thursday, December | 24 th | Christmas Break |
| Friday, December | 25 th | Christmas Break |
| Thursday, December | 31 st | New Year's Eve Close @ 3PM |
| Friday, January | 1 st | New Year's Day (2021) |

Arrival, Departure & Visitation

Parents of enrolled children will receive a fingerprinting (Crooks Rd.) or 5-digit code (Rochester Rd.) to allow access into the building. These codes are to remain confidential and may not be shared with others.

Upon arrival, all children must be walked into the building, through the front door, by their parent(s)/guardian(s) and walked into their designated classroom. You are responsible for your child until you have left your child's classroom at drop off, and as soon as you enter their classroom at pick up. Children are not counted into KiddieKlub's ratio while parents/guardians are present in the classroom. Infants must be removed from their infant carriers and placed into the classroom. Please contact a teacher so they are aware your child is arriving or leaving for the day.

Any authorized pickup persons must be listed on the Child Information Record and must show a valid photo ID before access will be granted into the center. If the computer is not operational, all parent(s)/guardian(s) will be manually let in by management.

All parent(s)/guardians(s) must park in a designated parking space. Parking anywhere along the building curbside is strictly **PROHIBITED**. You may be subject to ticketing or towing at your own expense if you have parked curbside. Parent(s)/guardian(s) and authorized pick up persons of enrolled children are permitted to view and observe their children at any time.

Authorized Pickup Persons

KiddieKlub will only release children to persons authorized by the parent(s)/guardian(s) on the Child Information Record or with prior authorization. Any authorized pickup persons must be listed on the Child Information Record or have written consent from a parent and must show a valid photo ID before access will be granted into the center.

Policy on Release of Children

Each child may be released only to the parent(s)/guardian(s) or person(s) authorized to take the child from the center and to assume responsibility for the child in an emergency if the parent(s)/guardian(s) cannot be reached.

1. If a non-custodial parent has been denied access or granted limited access to a child by a court order, the center shall be provided with and have secure documentation to that effect on file. It is a parent's responsibility to provide KiddieKlub with up to date copies of any changes to keep on file. KiddieKlub will comply with the terms of the court order. Should there be any discrepancies regarding visitation by a parent other than what has been granted by the courts, law enforcement will be contacted to resolve the issue.
2. If the parent(s)/guardian(s) or persons authorized fails to pick up a child at the time of the center's daily closing, the center shall ensure that:
 - a. The child is always supervised.
 - b. Staff members will attempt to contact any authorized persons on the Child Information Record.
 - c. An hour or more after closing time, and provided that other arrangements for releasing the child to his/her parent(s)/guardian(s) or other persons authorized have failed, and the staff members cannot continue to supervise the child at the center, the staff members shall contact local authorities to seek assistance in caring for the child until an authorized person arrives.
 - d. If the parent(s)/guardian(s) or other persons authorized for pick-up appear to be physically and/or emotionally impaired to the extent that, in the judgment of the director and/or staff members, the child would be placed at risk of harm if released to such an individual, the center shall ensure that the child may not be released to such an impaired individual, and:
 - i. Staff members will attempt to contact the child's other parent(s)/guardian(s) or alternative authorized pick-up persons; and
 - ii. If the center is unable to make alternative arrangements, staff members shall contact local authorities to seek assistance in caring for the child.

Change in Personal Information

KiddieKlub must be notified **IMMEDIATELY** of any changes in personal information (home telephone, work telephone, address, emergency contacts, authorized pick up persons, etc.). These changes must be submitted in the form of a new Child Information Record.

Photographs, Videos, Audio Tapes & Web Cams

KiddieKlub may take photographs of enrolled children to display throughout the center, in albums, on our website, through our HiMama App and for advertising purposes. Advertising purposes may include but are not limited to: magazines & newspapers, fliers, social media & other internet sources, on display at fairs & conferences, and other means. For your convenience and security, KiddieKlub has installed a digital camera system. These cameras allow parents to view their child's specific classroom during the hours and days that their child is enrolled. These cameras are live feed and may be recorded for security purposes at the center. Recordings will be used for management purposes only and are not available to parents. Parent/guardian camera codes are NOT to be shared with anyone other than the parent/guardian registered to them. The following is not allowed and will result in immediate termination of a family's camera privileges:

- Recording camera footage on any device
- Taking screenshots and sharing them on any social media or internet source
- Parents/guardians targeting or threatening another child in the classroom

If you do not consent to have photographs of your child(ren) being taken and/or displayed, KiddieKlub must be notified in writing of your desire. Eliminating this consent will also eliminate any photos being shared through the HiMama App. KiddieKlub cannot eliminate a child from being included in the camera footage.

Monthly/Annual/Year End Tax Statements

Parents can access and retrieve their tuition account information, at any time by visiting the "My ProCare" website. Parents can enroll by visiting www.myprocare.com, entering the email address provided on your Child Information Record into the login bar, and following the instructions that will be emailed to you. KiddieKlub's tax ID and other pertinent information will be displayed on your statements through MyProcare.

Non-Compete Clause

KiddieKlub has a non-compete clause for employees and parents. KiddieKlub staff members are welcome to babysit for families at the center but may not be employed by families during any hours that conflict with KiddieKlub's hours of operations or the employee's work schedule. If you'd like a list of staff members who babysit, please ask management.

Pest Management Plan

If pests become a problem at the center, a local pest control company will be contacted to resolve the issue. Any time that pesticides or other applications are required to eliminate pests, parents will be notified both via email and a personal letter sent home. No spraying will be done during our hours of operation to reduce everyone's risk of being exposed to harmful chemicals.

Personal Property

KiddieKlub is NOT responsible for lost, stolen, or damaged items brought to the center. All personal property must be labeled with child's first and last name. Please receive permission from your child's teacher before bringing personal items and/or toys from home. Any item or game pertaining to violence, such as; guns, swords, action figures, etc., are **PROHIBITED** in the center at any time. If these items are brought into the center they will be held in the office until the child's departure that day. Clothing and items left at the center at the end of each business day will be placed in the Lost and Found. It is the parent(s)/guardian(s) responsibility to check this area daily. All items left at the end of the month will be donated.

Outdoor Play Area

KiddieKlub's outdoor play area will be utilized twice a day for each classroom; once in the morning and once in the afternoon. (Infant classroom times may vary.) Parents are responsible for providing appropriate outdoor attire for their children. This includes warm coats, snow pants, hats, gloves and boots during cold weather months. Children will go outside when weather conditions permit us to do so. Parents are responsible for providing KiddieKlub with lotion sunscreen. A signed Topical Ointment Waiver must be submitted to management for application of sunscreen as well. Aerosol products are **PROHIBITED**. KiddieKlub is unable to keep a child inside during a classes outdoor time due to illness or other factors. If a child is considered too sick to go outside, they should not attend KiddieKlub and should be kept home until they are well enough to do so.

Parent/Teacher Conferences

Parents of enrolled children (Infant – PreK) may request a private parent teacher conference any time that they feel it is necessary or have concerns. KiddieKlub will also hold parent teacher conferences for children in our Preschool and PreK programs each fall. All conferences are optional. Conferences are used to discuss a child's developmental progress, growth, areas of concern, and overall performance in a classroom. Please contact your child's lead teacher or management if you would like to schedule a time to meet with them.

Daily Information Reports/HiMama App

KiddieKlub utilizes the HiMama App to record and relay daily information pertaining to each child's day. Prior to your child's start date, parents/guardians will receive an email from HiMama with instructions on how to register. The information relayed to parents through the app will include all daily information required by the State of Michigan. Group and individual photos will be added to daily reports. Written reports will only be provided on days that there are technical errors related to the app. KiddieKlub uses the app for all family communication regarding upcoming events and news at the center. If you wish to send a private email, please email the owner at info@kiddieklub.com.

Fee Calculation

All program fees are calculated on a weekly basis. The following charges will be accounted for in this fee: weekly tuition fee, web cameras (if enrolled), late pick-up fees, activity & special event fees, and late payment fees. Due to economical requirements, KiddieKlub implements an annual tuition increase every fall.

Registration Fee

Each family is charged a one-time, non-refundable registration fee to reserve their child's space in the classroom. Your space will not be reserved until the fee is paid. KiddieKlub's registration fee is \$75 for the first child and \$50 for each sibling, if children are enrolled simultaneously. Siblings that add to our program after a family's initial enrollment will incur the regular \$75 registration fee. If your family withdraws from the center and re-registers at KiddieKlub, a new, non-refundable registration fee will be applied.

Annual Fee

A \$60, per child, annual fee is assessed to all accounts on February 1st. This fee must be paid in full by February 28th. This fee is separate from your family's registration fee. If your annual fee is not paid in full by February 28th, an additional \$15 late fee will be automatically billed to your account, weekly, until the fee is paid in full.

Stretch and Grow Class Fee

KiddieKlub implements an exercise and health program, led by certified instructors, year-round. The class is held on Thursdays. If your child is scheduled to attend on Thursday (excluding the Infant Room), an additional \$3 per week (single child), or \$5 per week (family) fee, will automatically be billed to your weekly tuition. The weekly fee will still be assessed to your account regardless if your child is present for the class or not.

Special Events Fee

Throughout the year, KiddieKlub hires outside enrichment presenters to implement additional educational programs and plays for our toddler, preschool, and pre-kindergarten students. There is a \$4 special event fee charged for each child enrolled on the day of the scheduled program. Fees for special events will be charged to each family's account during the first billing cycle of the month. Children enrolled in any of KiddieKlub's programs are automatically authorized to attend each event. If you do not wish to have your child participate, you must speak directly with management and written documentation must be provided. Fees are applied to all accounts, regardless of children's attendance for scheduled events. Enrolled families will not incur any charges for special events during the months of June through August as fees for these months are included in our summer camp fee.

Summer Camp Fee (Non School Age Children)

Each child enrolled in our toddler, preschool, and pre-kindergarten program is charged a \$75 summer camp fee. This fee is the same if a child attends full or part time. This fee is charged the last week of May and is due by May 31st. Children who join our program mid-summer will be charged a pro-rated fee which will be due with their registration payment. Drop-in students will be charged individually for events that fall on any days they are scheduled to attend. This fee will cover our summer yoga program, all ice cream truck visits, splash days, and all special event fees from June 1st through August 31st. This fee will not be pro-rated for children who withdraw from the program mid-summer and does not include our optional Amazing Athletes sports program. Children enrolled in our infant classroom may participate in some of the special events and ice cream truck visits. These events will be charged on an individual basis.

Web Camera Fee

KiddieKlub offers the opportunity for our parents to utilize our online camera system. These cameras are live feed and will be open for viewing during your child's enrollment days and times. Each family receives a one-time, free two-week trial period, which starts on your family's first day at KiddieKlub. Additional free trial periods are not granted for siblings who join after your initial start date. If you wish to use the camera system after the two-week trial period, \$5 per week will be added to your family's weekly tuition. If you do not wish to use the camera system after your free trial period, management must be notified in writing. If notice is not given, cameras will automatically be billed to your account. Your camera access codes are not to be shared with anyone other than those granted access by management. KiddieKlub reserves the right to deny cameras to any family sharing their codes with unauthorized users. The following is not allowed and will result in immediate termination of a family's camera privileges:

- Recording camera footage on any device
- Taking screenshots and sharing them on any social media or internet source
- Parents/guardians targeting or threatening another child in the classroom

Late Pick-Up Fees

All children must be picked up no later than 6:00 pm. A late pickup fee of \$1 per minute, per child, will be automatically billed to your account. In addition to the \$1 per minute late fee, a late pick-up fee of \$5, per family, will be added for each ten-minute increment that your child(ren) is in attendance past 6:00pm. Please be sure that KiddieKlub staff acknowledges your child's arrival and departure to accurately sign them in and out in our HiMama system. Failure to consistently pick up your child by 6:00pm may result in your child's space being forfeited.

Payment Schedule

Payments are due on your child(ren)'s first scheduled day of attendance each week. A late payment fee of \$5 will be assessed on any account which is not paid in full by 6:00 p.m. on Wednesday. The Wednesday late payment fee will not apply if your first attending day is Thursday. An additional late fee of \$15 will be assessed on any account which is not paid in full by 12:00 p.m. on the Friday of that week. Any account with a balance left at the end of the month will incur an additional late fee of \$20.

KiddieKlub Financial Policies

- Registration fee and your first and last week's tuition payments are **due upon registration to reserve any space.** Registration fee and first week's tuition are non-refundable.
- Payments will be applied as follows: registration fees, late fees, past due balances, then current balances.
- There is a one-time, non-refundable registration fee per family. The fee is \$75 for the first child and \$50 per sibling, if children are enrolled simultaneously. Siblings that enroll after a family's initial start date will incur the normal \$75 registration fee. This fee is due upon enrollment in any of KiddieKlub's programs. If your family withdraws from the center and re-registers at KiddieKlub, a new, non-refundable registration fee will be applied.
- A \$60, per child, annual fee is assessed to all accounts on February 1st. This fee must be paid in full by February 28th. This fee is separate from your family's registration fee. If your annual fee is not paid in full by February 28th, an additional \$15 late fee will be automatically billed to your account, weekly, until the fee is paid in full.
- A \$75 summer camp fee is charged for all students who attend between the months of June through August. Please see summer camp fee description for more details.
- All families enrolled on Thursdays are required to pay an additional \$3 (single child), or \$5 (family), fee per week for the Stretch and Grow Class.
- Families who choose to continue use of the web cameras after their free two-week trial period will be charged an additional \$5 per week. If you do not wish to continue use of the cameras, management must be notified in writing. The fee will automatically be billed if no written notice is given. Camera fees are applied to all absentee or vacation weeks for families who are enrolled to have camera access.

- Under no circumstances will KiddieKlub credit for absenteeism or cancellation of a child's enrollment in any of our programs.
- KiddieKlub offers a discount to families who continuously have more than one child enrolled. A 10% discount (ages 2 ½ and under) or 15% discount (ages 2 ½ or older) will be applied to the youngest child's tuition. Families enrolling more than two children will receive a 5% discount on additional children. There is no sibling discount offered for drop-in children, even if one sibling is continuously enrolled into one of our programs.
- If your child needs to attend on a day that they are not normally scheduled, you must contact management to request availability for the additional day. Additional days may only be added when there is availability in the classroom. Your account will be charged according to the weekly tuition rates. If an additional day needs to be cancelled, KiddieKlub must receive a two-week cancellation notice. Payment will still be required if there is failure to cancel an added day at least two weeks prior to. This applies to both enrolled and drop-in students, including siblings of students who are enrolled.
- Depending on availability in classrooms, we can swap days for an additional \$10, per child, per day fee. **KiddieKlub does not offer switching days during weeks that we have scheduled closings, any additional days on these weeks will be billed as an added day.** KiddieKlub will only switch days if there is additional space available on the day you are requesting. Switch day requests must be submitted prior to the week you are requesting. If a switch day is requested during the current operating week, it will be considered an additional day and charged accordingly. KiddieKlub is unable to swap days for any days that a child is sick.
- Payment is accepted in the form of cash, check, money order, or credit card. All cash payments must be paid to a manager in the office to receive a receipt. KiddieKlub does not keep change at the center, please bring exact change for cash payments. KiddieKlub will not be liable for any cash payment deposited in the payment box without receiving a written receipt from management. There is an additional transaction fee for all credit card payments. A credit card may be kept on file at the center. All credit cards kept on file are charged at the beginning of the month for the entire month. For your convenience, you may also set up a reoccurring bill pay if you utilize an online banking system.
- KiddieKlub accepts assistance payments from the State of Michigan and other government or financial agencies. Families are responsible for full payment of all registration, annual, summer camp, special event, and late payment/pick up fees. Parents/guardians are responsible for any portion of tuition that is not covered by the supporting agency.
- A \$35 non-sufficient funds fee will be assessed to your account for any returned check. If this situation occurs twice; cash, credit card, or a money order will be required for payment for the remainder of the year.
- Your account must be paid up to date to receive any of your vacation credits. If your account is delinquent, no vacation credits will be given. All tuition due for extended vacation weeks must be paid **PRIOR TO** the requested vacation time. This includes the weeks between Christmas and New Year's. Failure to submit payment will result in full price tuition during the weeks you are absent and/or loss of your child's space at the center.
- KiddieKlub does not offer any refunds or credits.
- Accounts that are delinquent may result in suspension or termination from KiddieKlub without refund. If your account is more than two weeks past due, your child may not return until your account is up to date, including the current week.
- If outside assistance is required to collect any outstanding balances on your account, all costs incurred, including any and all attorney fees, collection fees, and/or court costs will be added to your account.
- Children who attend drop-in care are required to pay an annual \$35 registration fee. This fee will expire one year from your first day or drop-in care at KiddieKlub. Drop-in childcare payments are due on or before the morning of care for your child to attend.

- School age children are required to pay a \$50 annual registration fee.

Children’s Attendance Schedule and Schedule Changes

Children enrolled in any of KiddieKlub's programs must follow the same schedule week to week. KiddieKlub requires that children are enrolled for a minimum of two days per week. Please see our financial policies in reference to adding or switching days.

Vacation Policy

Families are allowed one free week and three, half-tuition weeks of vacation time per enrollment year. Vacation time must be used all together, consecutively, and cannot be broken up throughout the year. Days used must be in a continuous format, Monday through Friday and must be the same days as normally scheduled. A family must be absent for the entire full week for any vacation credits to be applied. An enrollment year is defined as 365 days from your oldest child's start date at KiddieKlub. For vacation tracking purposes, your enrollment date will remain the same even after the oldest child has graduated from KiddieKlub. To qualify for your vacation credit(s), ALL of the following criteria must be met:

- A child must have attended for 60 consecutive days.
- Your account must be paid in full and be up to date.
- A vacation request form MUST be submitted at least 2 weeks prior to the requested vacation period. (These forms are located outside of the front office.)
- If you will be utilizing any of the half-tuition weeks available, payment for these weeks is required **prior to your vacation.**

Failure to complete any of the criteria noted above will result in your vacation request being denied and normal tuition charges will be applied to your account. Failure to pay such fees prior to your vacation may result in forfeiture of your space at the center.

Vacation weeks may not be divided up throughout the year nor may they be divided between siblings; all discounts must be applied at one time.

KiddieKlub’s Daily Classroom Schedule (Sample)

| Time | Activity |
|-------------|---|
| 6:30-9:00 | Arrival/Free Choice/Breakfast |
| 9:00-9:15 | Am Snack |
| 9:15-10:30 | Morning Circle/Zoo Phonics |
| 10:30-10:50 | Art/Small Groups |
| 10:50-11:10 | Large Group/Science& Sensory |
| 11:10-11:40 | Outside |
| 11:40-12:00 | Lunch |
| 12:00-2:00 | Relaxation/Rest Time |
| 2:00-2:30 | Manipulative/Table Toys |
| 2:30-3:00 | Small Group/Language |
| 3:00-3:30 | Pm Snack |
| 3:30-4:00 | Outside |
| 4:00-4:30 | Center Time |
| 4:30-5:00 | Large Group/Recall/Parent Provided Snacks |
| 5:00-6:00 | Free Choice/Departure |

This schedule may be modified depending on the lead teacher's desires and age group of the children it is pertaining to. The Infant Classroom is an on-demand classroom; each individual child's schedule will be altered to fit their feeding and sleeping needs.

KiddieKlub Childhood Philosophy

At KiddieKlub, we believe that children learn best through a balanced combination of hands-on free exploration; constructive, open-ended and self-directed play; and teacher-directed experiences. We provide endless age-appropriate opportunities for children to discover, ask questions, and explore through a variety of mind-stimulating experiences. We believe it is important to support and encourage children with a "can-do" attitude, laughter and love, and are inspired by the quote, "Believe in yourself, and everything is possible."

We support each child's individual and unique learning style and allow children to comfortably develop at their own pace. Our highly educated and nurturing teachers use an open-ended, emergent curriculum, developed to educate the whole child and provide a variety of learning experiences which meet the individual needs of each child; strengthening and developing new skills in their social, emotional, cognitive, and physical areas of development. We feel it is important for children to have a practical sense of the world around them and fill our classrooms with materials that offer real-life, hands-on experiences to children. We encourage children's creativity, problem-solving skills, a positive self-image, and provide them with a life-long love for learning through an abundance of positive reinforcement.

We believe it is essential to build strong relational bonds between our students, their parent(s)/guardian(s), and their caregivers. By providing open communication and creating a team between caregivers and parent(s)/guardian(s), we have the opportunity to provide ongoing learning at home and outside of the classroom, along with an increased amount of consistency in the lives of the children we interact with.

Food Program

Tuition rates include breakfast, a morning and afternoon snack and a well-balanced lunch. Monthly menus are posted on the parent information boards located at the front entrance of the center. There may be times that items are switched or substituted on our menu. All menu changes will be noted on the menus posted on the parent information boards and in the HiMama App. All meals are planned in accordance with the minimum meal requirements of the Child and Adult Care Food Program. KiddieKlub will ensure that any child with special dietary needs will receive meals and snacks in accordance with their personal needs.

If a scheduled meal does not meet your personal desires, a substitute meal may be provided by parents. It is required that all meals provided consist of items that are fully prepared and do not require heating, cutting or any additional prepping. Lunches need to be provided in a bag or lunch pack, labeled with the child's first and last name, classroom, and date it is brought in. Individual items inside the lunch pack must be labeled with their contents, only if they are not in commercial packaging. Please refrain from sending sweets, chips, and candy with your child. Parents of children who are drinking milk other than vitamin D cow's milk (children under 2 years of age) or low-fat cow's milk (children over 2 years of age) are required to provide alternative milk to the center. The alternative milk may be provided daily in a fully labeled container (child's first and last name, date and contents) or may be provided in its original, unopened, commercially packaged container and may be left for the week. All milk provided by parents will be sent home at the end of the day (if single day supply is provided) or on the child's last attending day of the week (if multi-day supply is provided via half/whole gallon). Milk cannot be heated before being served to children. Due to our nut-free policy, KiddieKlub does not accept almond or any other nut product milk at the center.

Parents of children enrolled in the Infant room are responsible for providing all bottles, baby food and cereal, and meals until the child transitions into the Toddler 1 classroom. All bottles must come to the center ready to feed. Bottles must also be labeled with the child's full first and last name, date, contents, and ounces. Abbreviations on any of this information are prohibited. Bags of breast milk and unprepared formula bottles are not allowed.

Our childcare center is a peanut & tree nut free environment. If your child has a peanut, tree nut, or other allergy or food accommodation, please notify center management immediately. Please verify with your child's teacher about any allergy or food accommodation concerns in the classroom before bringing any outside snacks to the center. Management must be notified of all allergies or dietary requirements.

All classrooms implement an optional four thirty or five o'clock snack for children still in attendance at that time. These snacks must be provided by parents. If you chose to have your child participate in the extra snack time, please send your child with a labeled snack item. KiddieKlub's classrooms are limited on storage. Please only send one snack item in for your child at a time.

Snacks and meals are served at approximately the following times:

- Breakfast: Served for children arriving before 8:15am
- Morning Snack: 8:45 am – 9:15 am
- Lunch: 11:15 am – 12:15 pm
- Afternoon Snack: 3:00 pm – 3:30 pm
- Parent Provided PM Snack: 4:30 pm – 5:00 pm

Accidents/Injury/Incident Policy

Your child's safety is our number one priority at KiddieKlub. If your child sustains an injury that requires immediate medical attention, emergency personnel will be contacted to treat the injury. KiddieKlub keeps first aid kits on hand in all classrooms to attend to minor injuries. Parents will receive an accident/incident report through HiMama for all injuries and/or incidents that occur at KiddieKlub. The report provided will describe the accident, injury, or incident with details such as: when and where it took place, what staff member provided care, a description of the accident/injury/incident, and how the situation was handled or resolved. KiddieKlub is not authorized to share any personal details of other children who may have been involved in any incidents. These reports will not require a parental signature. Depending on the severity of the injury or incident, children will be removed from the classroom and parents will be contacted immediately. If we are unable to reach a parent, other authorized emergency contacts will be notified. Under certain circumstances, additional paperwork and/or written reports may be required along with parental signatures.

Policy on Biting

Biting is a common and age appropriate behavior that may occur from time to time. Biting is especially common amongst toddlers as they develop communication skills and explore the world around them. Anytime a child bites at the center, a report will be sent to both the parents of the child who was bitten and the child who bit. If a child bites three times in one day or has a biting incident where they break the skin of another child, the child will be sent home for the remainder of the day. If a child has three biting incidents that break the skin, a meeting may be arranged between the parent(s)/guardian(s) and KiddieKlub management where an action plan will be developed and possible solutions to the problem will be discussed. There will be a two-week period of implementation for the plan and if the child has another episode of biting after the implementation period, the child's enrollment at KiddieKlub may be placed under consideration. Under no circumstance will KiddieKlub release information to counter parties of what child bit or who was bitten.

Potty Training

KiddieKlub requires all children to be potty trained before being enrolled in our Preschool and PreKindergarten classrooms. KiddieKlub will work with each family individually to try and accommodate their specific potty training wishes for their child. Once a child is beginning potty training, KiddieKlub will require a Potty-Training Questionnaire to be completed, which will help provide consistency for the child between home and school. KiddieKlub is equipped with both small, child-sized toilets and potty seats, and does not allow potty chairs from home. Our teachers will encourage children to begin potty training by 3 years old, if they have not done so already. If parents choose to incorporate a reward system, parents will be responsible for providing this to the center. (Example: mini marshmallows, M&M's, stickers, etc.) Once a child is potty training, only flushable toilet wipes may be provided to the center for cleaning the child's diaper area, regular baby wipes will not be accepted.

Policy on the Management of Communicable Diseases

If a child or staff/volunteer exhibits any of the following symptoms, he/she may not attend KiddieKlub. If such symptoms occur at the center, the child or staff/volunteer may be removed from the classroom area. Parents will be contacted to pick up their child immediately. If the symptoms are so severe that it is deemed unsafe for the child to continue his/her stay at KiddieKlub, additional designated contacts will be notified to pick-up the child. An illness report may be provided and/or emailed through HiMama with information of why the child was sent home and when they may return to KiddieKlub. The following are examples of when a child may be sent home.

| | |
|---|--|
| Severe pain or discomfort | Unusual cranky or lethargic behavior |
| Diarrhea (more than one loose stool) | Difficult or rapid breathing |
| Episodes of vomiting | Unusual spots or rashes on skin |
| Body temperature of 100°F or higher taken orally | Swollen joints |
| Body temperature of 99°F or higher taken outside the body | Yellow eyes or jaundice skin |
| A sore throat or severe coughing | Headache or stiff neck |
| Visibly enlarged lymph nodes | Heavy nasal discharge that is not clear |
| Red eyes with or without discharge | Blood or tea colored urine |
| Loss of appetite | Gray or white stool |
| Severe itching on body or scalp | Mouth sores with or without drooling |
| Infected, untreated skin patches | Any other contagious or communicable disease |

When the child or staff member/volunteer has been symptom-free for a full 24 hours, without the aid of medication, he/she may return to school. There may be times that a signed physician's note stating that a staff member/volunteer or child is no longer contagious and does not pose a serious health risk to themselves or others may be required. At times, KiddieKlub may deny a child or staff/volunteer from returning to the center if there is concern that the child or staff/volunteer poses any risk to others. If a child or staff/volunteer's illness requires antibiotics, they may not return until the medication has been administered for a full 24-hour period. If a child or staff/volunteer contracts any of the following diseases, they may not attend KiddieKlub and we must be notified of the disease immediately.

Table of Communicable Diseases

| | | |
|----------------------------|--|--|
| Respiratory Illnesses | RSV | Herpes Simplex (cold sore/fever blister) |
| H1N1 | Roseola | Pink Eye |
| Chicken Pox | Scarlet Fever | Hand, Foot, & Mouth |
| German Measles (Rubella) | Streptococcus Pneumonia | MRSA/Staph Infection |
| Homophiles Influenza | Lice (must remove all eggs/nits before returning to KiddieKlub with a note from physician) | Campylobacter |
| Measles | Hepatitis A | E. coli 0157 |
| Strep Throat | Salmonella | Giardiasis |
| Gastrointestinal illnesses | Shigellosis | Whooping Cough (Pertussis) |
| Giardia Lambliia | Rotavirus | Contract illnesses |
| Meningococcal | Norovirus | Impetigo |
| Cytomegalovirus (CMV) | Ring Worm | Scabies |
| Fifth Disease | Pinworm | Tuberculosis |
| Influenza | | Mump |
| Meningitis | | |

If any of the above diseases are present in your child, they MAY NOT return to the center without a signed physician's note stating that the child presents no risk to himself/herself or others. Certain cases may require clearance from the local Health Department before a child or staff/volunteer may return. You will be notified in writing via door postings or HiMama emails if your child is exposed to any communicable diseases within our program.

Dispensing of Medication

All over the counter and physician prescribed medications will be dispensed to children ONLY after all medical consent and instructional forms have been completed and signed by the parent(s)/guardian(s). Medication forms are available outside of the front office. Medications and completed paperwork must be presented to center management for administration. Medication will be administered based on the written instructions on the medication, unless otherwise instructed by a licensed physician. Most over the counter medications labeled for Infants do not include dosage amounts for children under 2 years old. A signed doctor's note will be required that includes the child's name, date, and amount to be administered. All prescription medications must include the original pharmacy label and packaging, with specific instructions for the child receiving it. All non-prescription medication must also be provided to the center in its original packaging and be labeled with the child's first and last name. A labeled medication dispenser, which matches the exact dosage amount required for the child's age and weight must be provided as well, to assure medication is measured appropriately. Parents can keep a bottle of Tylenol, Motrin, Benadryl, etc. at the center to use as needed. Parents will always be contacted for approval before it is administered. Children with severe and/or life threatening allergies and medical conditions are required to keep EpiPen's and emergency medications on file at the center. Medications that do not fulfill the above requirements will NOT be dispensed to children.

Discipline Policy

At KiddieKlub, we believe strongly that discipline should be used to teach, not punish. Our teachers will enforce age-appropriate and positive methods of discipline, which will encourage self-control and self-regulation, self-direction, problem-solving, self-esteem, and cooperation. The teachers will also use positive guidance and redirection techniques with all children in our care. We believe the best form of discipline evolves from constructing a classroom which includes the following components:

- Consistent, knowledgeable, encouraging, and professional teachers
- A clear and positive set of classroom rules developed with participation from the children
- A consistent daily routine
- A well-organized and labeled classroom with an adequate amount of developmentally appropriate learning materials
- Classroom arrangement that facilitates and encourages learning
- Developmentally appropriate and individual expectations for children
- Logical and appropriate consequences
- Ignoring minor misbehaviors
- Teachers who model appropriate behavior and problem-solving skills
- Teachers who use children's mistakes as learning opportunities, by describing the situation and encouraging children's evaluation of the problem, rather than imposing the solution.
- Maintaining consistency
- Teaching children problem-solving techniques and facilitating disagreements between children
- Treating children as individuals, listening to and respecting their expressions of needs, desires, and feelings.
- Using positive reinforcement and acknowledging when children are making good choices
- Teamwork and communication with parents
- Healthy and positive child-teacher interactions
- Individualized praise
- Great amounts of love and laughter

KiddieKlub will not allow or tolerate any form of physical punishment or emotional harassment to be used in their classrooms as a form of discipline.

KiddieKlub teachers will use redirection and a positive guidance sequence when needed. Our guidance sequence is a positive form of discipline that will help children develop responsibility and understanding of their actions and choices, including consequences that follow. Teachers will maintain positive body language and remain calm during all situations. We strongly encourage our families to practice the same guidance techniques at home and outside of the center to maintain consistency for the children. The sequence we use is listed below.

Guidance Sequence

1. Reflection

a. The first step of the sequence is the reflection. This is a simple sentence spoken gently to a student where the teacher reflects directly on the inappropriate behavior being displayed by the child.

i. Example: Timmy, you are throwing the blocks.

2. Personal Message

a. The second step in the sequence is communicating a message to the child of why the behavior is not okay. The teacher will describe their emotions and feelings concerning the behavior.

i. Example: I'm worried that you might hurt someone.

3. Alternative Behavior

a. The third step in the sequence is to offer an alternative behavior to the child that is appropriate.

i. Example: If you would like to use the blocks, you can use them to build.

(PAUSE)

ii. The teacher allows time for the child to correct his/her behavior on their own. If the behavior is corrected, the child is praised for making good choices and the sequence is stopped.

4. Warning

a. If the child has chosen not to correct the behavior after the teacher has allowed time to do so, the teacher will return to the child re-reflect on the behavior and offer a logical consequence that will follow if he/she does not choose to correct it.

i. Example: Timmy, you are still throwing the blocks. If you do not choose to build with them, you are going to have to find somewhere else to play.

(PAUSE)

ii. The teacher once again allows time for the child to correct his/her behavior. If the behavior is corrected, the child is praised for making good choices and the sequence is stopped.

5. Follow Through

a. The last step in the sequence is the follow through. The teacher will come back to the child and follow through with the consequence offered.

i. Example: Timmy, since you are still choosing to throw the blocks, you are going to have to find somewhere else to play.

Children will always be given additional opportunities to play appropriately in an area where they were having difficulty before. If the behavior is harmful or destructive, parts of the sequence may be skipped. Restraint may be used when reasonably necessary to prevent a child from harming him/herself or to prevent a child from harming other persons or property. Children may be removed from the immediate environment to reduce stimulation and offer time to calm down.

School Age Summer Camp Policies

When space in classrooms permits, KiddieKlub will offer a school-age camp program. This program will be geared for children ages 5 – 8 years old but will be accommodating to children up to 12 years old. Children must turn 5 before they will be eligible to be enrolled in the camp. Children who are not yet 5 can start in our PreK program (if space is available) and move to the school age program when they are 5 years old and eligible to follow the State ratio of 1:18 for school age children.

Registration for school age summer camp will open February 1st each year. The annual summer camp registration fee is \$50 per camper. Summer camp will include the same special events and programs that our childcare and preschool/prek children enjoy. When a family registers for summer camp, they will pick which days and weeks they want to enroll for up front. Families are only responsible for paying for these weeks, which makes our vacation policy void to school age camp families. To reserve a space, a non-refundable registration fee and a \$50 deposit, per camper, per week, will be due for each of the weeks a family enrolls for. Deposits for summer camp are non-refundable. The remainder of camp tuition will be due 14 days prior to the week of camp they are registered for. All other fee structures will apply to school age camps, except for the annual fee, summer camp fee for non-school age children, and childcare & preschool sibling discounts. Special event fees will be applied to all speakers, ice cream truck visits, and summer yoga classes that fall on a child's registered day. These fees will be \$5 per activity and will be due the morning of the event.

Families will receive a 5% discount when more than one child is enrolled in any of KiddieKlub's school age camp programs. This discount will be applied to the child with the lesser tuition. Families do not receive a discount if siblings are registered in the childcare and preschool programs and school age camp. Tuition for school age camps is \$50 per day, or \$225 for a full week. Children are required to enroll for a minimum of two days per week. Normal Stretch & Grow fees will apply to families enrolled on Thursdays and web camera fees will apply to families wishing to use the service. Families enrolled in school age camps will not receive a two-week free trial period of the web camera service. KiddieKlub's childcare and preschool food program is included with school age camp fees. All other KiddieKlub policies and procedures apply.

Required Supplies

Below is a list of supplies that your child will need in their classroom. While some items need to be provided daily (bottles, fresh foods, etc.), others may be kept on your child's hook/cubby in a bag. You are welcome to bring diapers, wipes, and commercially packaged foods in bulk, and we will store them at the center. Please label all items with your child's full first and last name.

Infant Room

- Appropriate food to follow schedule: to be provided daily and ready to serve (including baby food, formula/breast milk, etc.)
- (3) Boxes of tissues
- Sunscreen if older than 6 months, (SPF 30 or higher, non-aerosol)
- Baby Lotion (optional)
- Diaper Cream (optional)
- Pacifier (optional)
- Small Blanket if child is over 1 year of age
- Disposable, single-use Baby Wipes
- Disposable or Cloth Diapers (Cloth must also be accompanied by a wet bag)
- (2) Extra Sets of Clothes (weather appropriate)
- Extra Socks and/or slippers (optional)
- Sun hat (during summer months)
- Sleep Sack (no swaddle attachment)

Preschool Room

- Alternative Food/Beverage if needed
- (3) Boxes of tissues
- Sunscreen (SPF 30 or higher, non-aerosol)
- Hand Lotion (optional)
- Diaper Cream (optional)
- Blanket & Small Pillow
- Crib Sheet for cot
- Disposable, One-Use Baby Wipes
- Disposable Diapers/Pull-ups or Cloth Diapers (cloth must also be accompanied by a wet bag)
- Extra underwear if potty training
- (2) Extra Sets of Clothes (weather appropriate)
- (2) Extra pairs of socks
- Coat/hat/gloves/boots/ snow pants (winter only)

Toddler Room

- Alternative Food/Beverage if needed
- (3) Boxes of tissues
- Sunscreen (SPF 30 or higher, non-aerosol)
- Hand Lotion (optional)
- Diaper Cream (optional)
- Pacifier (optional)
- Blanket & Small Pillow
- Crib Sheet for cot
- Disposable, One-Use Baby Wipes
- Disposable Pull-Ups/Diapers or Cloth Diapers (cloth must also be accompanied by a wet bag)
- Extra underwear if potty training
- (2) Extra Sets of Clothes (weather appropriate)
- (2) Extra pairs of socks
- Coat/hat/gloves/boots/snow pants (winter only)

PreK Room/School Age Camps

- Alternative Food/Beverage if needed
- (3) Boxes of tissues
- Sunscreen (SPF 30 or higher, non-aerosol)
- Hand Lotion (optional)
- Blanket & Small Pillow
- Crib sheet for cot
- (2) Extra Sets of Clothes (weather appropriate)
- (2) Extra pairs of socks
- Coat/hat/gloves/boots/snow pants (winter only)

Information to Parents

Our center is required by the State Child Center Licensing law to be licensed by the Department of Licensing and Regulatory Affairs. A copy of our current license is posted next to the main entry door.

To be licensed, our center must comply with the [Licensing Rules for Child Care Centers](#) (the official licensing regulations). The regulations cover things such areas as physical environment/life-safety; staff qualifications, supervision, and staff/child ratios; program activities and equipment; health, food, and nutrition; rest and sleep requirements; parent/community participation; administrative and record keeping requirements; and others.

Our center must have on the premises a copy of the [Licensing Manual of Requirements for Child Care Centers](#) and make it available to interested parents for review. If you would like to review our copy, it can be found outside the office door. Requests for a personal manual may be sent to Michigan Department of Licensing and Regulatory Affairs, Child Care Licensing Division, 611 W. Ottawa, 1st Fl, P.O. Box 30664, Lansing, Michigan, 48909-8164 or can be viewed on the state website at www.michigan.gov/documents/lara/BCAL_PUB_8_3_16_523999_7.pdf

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of the Licensing Rules for Child Care Centers. Please bring these concerns to our attention.

KiddieKlub is required to maintain a licensing notebook of all licensing inspection reports, special investigations reports, and all related corrective action plans. The notebook is located outside of the office door and is available to view during all hours of operation. The licensing notebook contains all our licensing inspections and special investigation reports and related corrective action plans since March 28th, 2010. Licensing inspections and special investigation reports from at least the past two years are available on the child care licensing website at: <http://w1.lara.state.mi.us/ChildCareSearch>.

Our center must cooperate with all DHS inspections/investigations. DHS staff may interview both staff members and children.

Our center must offer parents of enrolled children ample opportunity to assist the center in complying with licensing requirements, and to participate in and observe the activities of the center. Parents wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them on what opportunities are available.

Our center does not discriminate against any individual or child due to their race, sex, age, wealth, background, or any other personal characteristic.

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is required by State law to report the concern immediately to the Department of Human Services, Child Abuse Hotline, at 1-855-444-3911. Such reports may be made anonymously.

All KiddieKlub employees are mandated reporters and have been trained to recognize the signs and symptoms of abuse and neglect. The law requires us to report all suspected cases of abuse and neglect.

KiddieKlub's Contact Information

KiddieKlub
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