



Daycare and Preschool

Parent Handbook

Lic # CO4DU1083

2771 Monument Rd #3

Jacksonville, FL 32225

(904) 928-3101

Lic # CO4DU1243

10915 Baymeadows Rd #200

Jacksonville, FL 32256

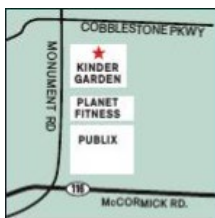
(904) 379-3924

Lic # CO4DU1139

9100 Merrill Rd #15

Jacksonville, FL 32225

(904) 723-1146



Dear Parents,

THANK YOU for choosing *Kinder Garden Daycare and Preschool* for your child care needs. We understand your choices were many and want you to know how much we value your business. It is a privilege to care for your children and welcome you into the *Kinder Garden* family.

It is OUR MISSION to provide quality care, education, and development for each child to reach their greatest potential: mentally, physically, socially, and emotionally.

Although we respect parents as the primary and most important providers, at *Kinder Garden*, we believe parents and teachers are partners in care. Our teachers are trained to identify and be sensitive to each child's individual needs and developmental stages. A big part of OUR PHILOSOPHY is promoting positive actions (such as sharing and taking turns) through positive reinforcement; most commonly in the form of positive attention and praise.

THE FIRST DAY is often a very exciting time for children; but for some, it can be a nervous and/or stressful experience. You can help make it a positive experience by always speaking of going to *Kinder Garden* as a pleasant, joyous event and taking time to talk with your child about the new experiences he/she will have, so that he/she may look forward to them.

You can MINIMIZE ANY STRESS by guarding your actions about leaving your child in tears. When your son/daughter realizes that you are not available, he/she will accept the teacher's guidance more readily. Some anxiety about being away from you is normal and can be expected. Our caring staff will be there for your child. A lingering parent may prolong the child's tears and increase his/her anxiety. We suggest you place your child in the hands of the teacher, assure them that you will return for them, and leave promptly. Be assured your child and his/her teacher will become the best of friends in no time and your child will soon look forward to each and every visit. Also, feel free to call at any time to see how your child is doing or stop by to take advantage of our open-door policy.

-The *Kinder Garden* Staff

HOURS OF OPERATION

Monument Rd	06:30am-06:30pm
Merrill Rd	06:30am-08:00pm
Baymeadows Rd	06:30am-06:30pm

**Hours subject to change*

HOLIDAYS

Kinder Garden will be closed on the following days:

<i>New Year's Day</i>	<i>Labor Day</i>	<i>Thanksgiving</i>	<i>Black Friday</i>
<i>Christmas Day</i>	<i>Memorial Day</i>	<i>July 4th</i>	<i>Veteran's Day</i>

Other holidays are subject to demand.

EMERGENCY CLOSING

Should any of the centers need to close due to emergency, parents will be notified as quickly as possible. We will always do our best not to close on unplanned days, but nature has a way of changing our schedule sometimes. Weekly tuition will not be prorated nor refunded; You may substitute a Prepaid Hours package for that week.

STAFF

Every effort is made to hire the most qualified people to help your child reach their full potential. References are checked on every employee and all state standards are met or exceeded, including full background checks. Every staff member is required to complete 45 hours of training with the Florida Department of Children and Families and all are trained in First Aid and are CPR certified.

REGISTRATION AND SUPPLY FEES

The following is due at enrollment:

1. Registration Fee of \$80 per child (one-time) or \$100 per family
2. Supply Fee of \$30 per child/\$50 per family (due annually in August)

The Registration Fee is used to cover the administrative costs related to each enrollment.

The Supply Fee is used to purchase and maintain a great stock of high-quality art supplies, books, and toys used by your children.

NO REFUND POLICY

Kinder Garden has a strict No Refund Policy that includes, but is not limited to, all Registration, Supply Fees, and Tuition. Pre-paid drop in packages expire 6 months after no activity on the account.

WEEKLY TUITION

Upon registration, a student is registered either as a full-time student or a “drop-in” student (Drop In only offered at the Arlington locations). In order to switch enrollment status, re-registration is required including paying the full registration fee and any appropriate tuition.

Full time tuition is billed on a weekly basis and is due by pickup on Monday. **Effective Spring 2019, if your child misses an entire week or more of school due to illness or other reasons, parents are required to communicate with the Director regarding the absence and are responsible for paying the tuition at half the weekly rate in order to ensure enrollment, otherwise the student will be deemed as disenrolled and will have to be re-registered pending availability in the classroom.**

Drop-In accommodation is offered at the Monument and Merrill centers; this is strictly on a first-come, first-served basis and there is no guarantee for space or availability in the classroom. Full-time enrollment is always given a priority in the classroom as long as space is available.

Late Payment Fee

Weekly tuition which is not paid by Monday at 6pm will be charged a \$25 late fee & \$7 each day thereafter. If it is not paid by Wednesday, your child can not be dropped off until the full tuition is paid including the late fees.

Vacation Week

Effective January 2019, one tuition vacation week will be given to a full-time enrolled student enrolled for an entire year moving forward, at the full-time tuition status, who has maintained their account in good standing throughout the duration of enrollment.

AFTER CLOSING

For *any* child picked up after closing time, the following will be due immediately at pick-up:

\$1.00 per minute for first 15 minutes

\$5.00 each minute thereafter

-If the parents cannot be reached and the child is still in our care 30 minutes after closing, the proper authorities will be contacted.

INFANTS

Due to the limited space available in the classroom, spots are on a first come first served basis and there is no guarantee for availability. Drop in care is not offered for infants at any of our centers.

Formula and breast milk: We prefer that all formula and breast milk to be premixed before drop-off. The child's first and last name **MUST** be on the bottle. Due to DCF regulations, under no circumstances can medicine be mixed inside the bottle.

POTTY TRAINING

Please inform the front desk manager and your child's teacher when he/she begins potty training. Although we do not potty train, we will be happy to work with and encourage your little one. Please be sure to dress your child in clothing he/she can fasten and unfasten easily and quickly on his or her own.

INSUFFICIENT DIAPERS/WIPES

Diapers and wipes are not included in your tuition. Please leave sufficient diapers and wipes in a labeled bag for your child's visit with us. He/she will be changed as needed. **If it is necessary to use our own supply of diapers and wipes, you will be charged \$1.50 per change.** For your convenience, you may leave a pack of diapers and/or wipes labeled with your child's name that will only be used for his/her changes. You will be informed when they are running low.

OUTSIDE TOYS

Kinder Garden does NOT allow any outside toys to be brought into our facilities.

NAP/REST TIME

We are required by law to have preschoolers lay on mats or cots for a nap or rest for a period of time. If your child does not nap, he/she may be given a book to read or other quiet activity during nap/quiet time.

NO DROP-OFF TIME

Children will not be accepted for drop off between the hours of 11:30am-2:30pm. Children at the center are down for nap between that time, and any drop offs create a disruption which has an

effect on all the children in the classroom. A peaceful time to rest is a necessity for the children in order to participate in the activities of the day. Please plan to drop off before or after this time.

MEALS

No outside food is allowed in our facility. In the case of allergies or other concerns, please discuss this matter with your center's director.

ALLERGIES

Please make us aware of any and all allergies immediately. We will take the proper steps to ensure your child is not exposed to his/her allergy agitators and work with you to ensure that the proper treatment (such as an EpiPen) is available as a precaution. **A doctor's note is required for special meal requirements due to food sensitivity or allergy.**

DRESS CODE

Please dress your child in comfortable play clothing. Your child will participate in a variety of different activities throughout the day. Clothing should be durable and washable. Straps or complicated buttons, slippers and belts that cause frustration must be avoided. If one-piece outfits are worn, the children must be able to get in and out of them by themselves. Comfortable shoes that provide protection should be worn: closed toe shoes with rubber soles that are securely tied or fastened (tennis shoes, sneakers). Please do not dress your child in boots, "flip-flops" or sandals. Dress your child in season appropriate clothing. All jackets, sweaters, and coats should be labeled with your child's name. We cannot be responsible for unmarked clothing.

OUTSIDE PLAY

Your child's experience outside is an important extension of their classroom learning. All children will go outside unless it is raining or the heat index is above approved levels. **Please make sure your child has a sweater, jacket, or coat for cool or cold weather.** Because of staffing, it is not possible to keep your child inside when their class goes outside.

ILLNESS

Parents are required to report to the center within 24 hours of a child being diagnosed by his/her physician as having a contagious disease. This is to ensure that prompt and proper action is taken to prevent the spread of disease to other children in the program. The child **must be on antibiotics for 36 hours** before returning to *Kinder Garden*.

Kinder Garden cannot accept any child at drop-off if he/she has had a fever of 100 degrees or more in the past 24 hours, has diarrhea, or is vomiting. Children should not be brought into a

child care facility if they are constantly coughing, sneezing, wheezing, have nasal discharge, a communicable disease, pink eye, lice, a sore throat, unusual spots or rashes, or mouth sores with drooling.

Children with a fever cannot return to *Kinder Garden* until the fever remains at *less than* 100 degrees for a period of at least **24 hours**. Children with diarrhea cannot return to *Kinder Garden* until they have had a normal bowel movement. Parents will be notified via phone if their child has had two diarrhea bowel movements. After the third diarrhea bowel movement, the parent/guardian will be asked to pick up the child. Children with a serious illness will not be allowed to return to *Kinder Garden* without a physician's written approval.

Should a child become ill during the day, the parent/guardian will be notified as soon as possible. Parents are required to pick-up an ill child from the center within 30 minutes of notification. If a parent is unable to pick-up their child in the allotted time, he/she should arrange for an authorized person to pick-up the child. If there is serious illness or injury and *Kinder Garden* is unable to contact a parent/guardian or emergency contact, paramedics will be notified at the Director's discretion. This may result in the child's transportation to an emergency facility and the parent incurring the cost.

MEDICATION

A written authorization signed by a parent or guardian must accompany any type of medication, sunscreen, diaper cream, or bug spray. All medication must be in the original container, indicating the child's name, type and date of prescribed medication, as well as the amount and time of dosage. Again, a signed *Authorization for Medication* form must be on file and any medication will only be given in accordance to label instructions and applicable laws. Medication cannot be administered in food or drink or referred to as "candy" and must be taken home every day.

BITING POLICY

Parents will be notified if their child bites or is bitten by another child. In an effort to avoid a second bite, the child who bit will be shadowed by a teacher for the rest of the day. If the child bites a second time in the same visit, his/her parents will be notified and asked to pick up the child immediately. **In order to provide the safest possible care to all the children who attend, *Kinder Garden* reserves the right to disenroll any child for which biting becomes an on-going problem.**

DISCIPLINE POLICY

Kinder Garden supports the following disciplinary actions in the order listed:

PREVENTION: Every child is engaged and given ample positive attention.

POSITIVE REDIRECTION: If inappropriate behavior occurs, the child is calmly redirected toward another activity or positive behavior.

ISOLATION FROM GROUP: Child may be set apart from the group until the identified misbehavior ceases.

PARENTAL NOTIFICATION: Inappropriate behavior may be recorded and presented to the parent at pick-up. Any such report will be added to the child's file.

PARENTAL CONFERENCE: A meeting with the child's parents may become necessary to address any on-going disciplinary issues and work to resolve those issues **in an effort to avoid suspension or termination of enrollment.**

Kinder Garden does NOT support any type of physical force or abusive language.

EXPULSION POLICY

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from this center:

Immediate Causes for Expulsion:

- The child is at risk of causing serious injury to other children or him/herself.
- Parent threatens physical or intimidating actions towards staff members.
- Parent exhibits verbal abuse to staff in front of enrolled children.

Parental Actions for Child's Expulsion:

- Failure to pay/habitual lateness in payments.
- Failure to complete required forms including the child's immunization records.
- Habitual tardiness when picking up your child after the close of the business day.

Child's Actions for Expulsion:

- Failure of child to adjust after a reasonable amount of time.
- Continued and ongoing uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.

Prior to expulsion a parent will be contacted and correspondence (normally in the form of incident reports) will be provided indicating what the problem is, and every effort will be made by both the center *and the parent* to correct the problem. If after one or two weeks and depending on the risk to other children's welfare or safety the behavior does not improve, then we can no longer accommodate the child and they will be permanently removed from the program.

DISENROLLMENT

Kinder Garden management understands that circumstances occur where full time enrollment needs to be voluntarily terminated. At least a **two week notice** is required to be given by the parent along with satisfying the tuition obligation for that time while the seat in the class is assigned to another applicant.