



# 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



<https://www.KinderGardenJax.com/>

Dear Parents,

**THANK YOU** for choosing *Kinder Garden* for your childcare 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 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.

Management

# “How a Child Learns”

By: Fredrick Moffett

Bureau of Instructional Supervision

“Thus, a child learns, by wiggling skills through his fingers and his toes, into himself. By soaking up habits and attitudes of those around him, by pushing and pulling his own world. Thus, a child learns, more through trial than error, more through pleasure than pain, more through experience than suggestion and telling, and more through suggestion than direction. And thus, a child learns through love, through patience, through understanding, through belonging, through doing through doing and through being. Day by day a child comes to know, a little bit more of what you think and understand. That which you dream and believe are in truth what is becoming that child. As you perceive dully or clearly, as you think fuzzy or sharply, as you dream dearly or goldenly, as you bear false witness or tell the truth, thus a child learns.”

## 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*

## ANNUAL SCHEDULE AND HOLIDAYS

The center is open to children between the ages 6 weeks to 12 years of age regardless of race, nationality, or religious creed. The center school year runs from August through May. The summer program runs from June through August. The observed holiday schedule includes January 1<sup>st</sup>, Labor Day, Memorial Day, the 4<sup>th</sup> of July, Christmas, Thanksgiving Day, and the Friday after Thanksgiving all centers will be closed. Parents it is your responsibility to find care if the center will be closed in observance of holidays. We will give a written notice two weeks in advance of closing dates as well as post the notice on visual grounds for communication purposes.

*\*Other holidays are subject to demand*

## EMERGENCY CLOSING

Should any of the centers need to close due to an 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. Our childcare centers will always follow the rules and regulations of DCF and the ELC of Duval county. It is our honor to help serve the community and provide quality care. Unfortunately, during the time of an emergency we will not be able to prorate nor refund weekly tuition. However, you will be permitted to pay at an hourly rate in lieu of full time tuition for that week to help accommodate the expense. We apologize in advance for any inconvenience this may cause but overhead costs still exist regardless of emergencies.

## 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, CPR & First Aid, Background Check with FDLE and FBI, Child Abuse and Neglect Clearance, Sexual Conduct History check, and further grow with professional development courses throughout the year. For our lead teachers, we do require that the teachers have a CDA or higher education from a college or university.

## CENTER FEES & TUITION

Upon enrollment a student is registered either as a full-time student or a part-time/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.

A weekly rate sheet for each child depending on age and the schedule for care offered is provided upon enrollment. Fees are due the time of drop off starting each week (Monday), no exceptions, to ensure that we can provide the level of care and safety for your child/ren that you expect from KINDER GARDEN DAYCARE AND PRESCHOOL. If you have been granted an approved SR VOUCHER or VPK VOUCHER, then you will be responsible for signing the daily form located in the front to validate attendance as well as pay the calculated tuition balance due every Monday. Failure to pay tuition in a timely manner will incur a \$25.00 late fee each week, and drop off will not be permitted if tuition is not paid in full by Wednesday morning. If full tuition plus late fees is not paid following two weeks after initial due date your child will be terminated from the program. In the event of any absences due to sickness, vacations, grandparent trips, etc and your child/ren miss school-parents are required to communicate with the Director and half tuition must still be paid to secure their enrollment. Re-registration following a termination will be determined by seat availability in the classroom.

Part-time/Drop-In accommodation is offered daily at the Monument and Merrill Rd centers; this is strictly on a first-come, first-served basis and there is no guarantee for a seat in the classroom.

## 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.

**The following is due at the time of enrollment:**

1. Registration Fee of \$80 per child (one-time)

## 2. Supply Fee of \$75 per child/\$120 per family (due annually August 1st)

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

The **Supply Fee** is used to purchase and maintain a great stock of high-quality art supplies, books, educational interactive tools and lessons, extracurricular activities, and toys that allow children to explore, discover, and investigate as they manipulate items through play.

If your payment is returned through ACH debit, your account will be charged a fee of \$50.00 to handle the NSF fees incurred from bank and payment processing.

## NO REFUND POLICY/TUITION POLICY

*Kinder Garden* has a strict No Refund Policy that includes, but is not limited to, all Registration and Supply Fees. Tuition is due weekly to insure your child's seat in the classroom. *Tuition must be paid weekly regardless if your child attends the facility.* Tuition is due each week regardless of holidays, vacations, sick and/or personal leave. Failure to pay tuition on time can result in loss of your child's seat due to nonpayment. **We require a PAID two weeks notice for any withdrawal.**

## 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 child will be considered **Abandoned** and proper authorities will be contacted. Our centers are licensed to care during the Hours of Operation only.

## INFANTS

Infant care is provided at our Baymeadows center only. Drop-in care for infants is not available.

Formula and breast milk: We require all formula and breast milk to be premixed before drop-off and labeled. The child's first and last name **MUST** be on the bottle as well as the date. Due to DCF regulations, under no circumstances can medicine be mixed inside the bottle. When entering the infant classroom please remove shoes or utilize the provided shoe covers to prevent the spread of dirt and germs in their play space.

## POTTY TRAINING

Please inform the front desk manager and/or your child's teacher when he/she begins potty training. Our centers want to help encourage your little one and help aid with potty training. Please be sure to dress your child in clothing he/she can fasten and unfasten easily and quickly on his or her own. We require pullups and not diapers when potty training is in process.

## DIAPERS/WIPES

Diapers and wipes are not included in your tuition. However, in the fall of 2020 you will have the option of purchasing a monthly supply kit for \$80.00 per child which will include all the necessary diapering tools. Otherwise and until then, please leave enough 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 if you do not have a kit. 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. We will inform you 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. 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

Out of courtesy and the needs of all the center children, drop off between the hours of 11:30am-2:30pm will not be permitted. The children are down for nap at 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 centers. In the case of allergies or other concerns, please discuss the matter with your center's Director. A note from your child's physician will be required in order to deviate from our provided menu 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 because 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.

## ALLERGIES

Please make us aware of 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.

## 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. If appropriate due to the condition, the child **must be on antibiotics for 36 hours** before returning to *Kinder Garden*. Children with a serious illness will not be allowed to return to *Kinder Garden* without a physician's written approval.



*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.

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 the 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 RX label, child's name, type and date of prescribed medication, as well as the amount and time of dosage. Medication will only be given in accordance to label instructions and applicable laws. We do not administer over the counter medication that is not properly labeled or prescribed from a doctor. 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 withdraw 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 **to avoid suspension or termination of enrollment.**

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

<b>We Do</b>	<b>We Do NOT</b>
Praise, reward, and encourage the children.	Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the child.
Reason with and set limits for the children.	Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
Model appropriate behavior for the children.	Do not shame or punish the children when bathroom accidents occur.
Modify the environment to attempt to prevent problems before they occur.	Deny food or rest as punishment.
Listen to the children.	Relate discipline to eating, resting, or sleeping.
Provide alternatives for inappropriate behavior to the children.	Leave the children alone, unattended or without supervision.
Provide the children with natural and logical consequences of their behaviors.	Allow discipline of children by children.
Treat the children as people and respect their needs, desires, and feelings.	Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.
Ignore minor misbehaviors.	
Explain things to the children on their levels.	
Use short supervised periods of "time out".	
Try to stay consistent in our behavior management program.	

## EXPULSION

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 Action's 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 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.

## VISITORS

Parents are always welcome at our centers. However, we do ask that all parents respect the rights of the centers being careful not to interrupt children or teachers while learning is in progress. This is very imperative to their learning techniques and teaching styles because a child's attention span is very hard to keep at an early age. Visits can be schedule by calling the center and one of the staff members will be more than happy to make it happen for you. We totally understand that visits provide the opportunity for observing our programs in action, learning about registration procedures, and having questions answered. So, to properly meet the needs of everyone please call to schedule an appointment and one of our staff members will take care of you.

## ARRIVAL AND DEPARTURE

The easy flow of our program depends largely on you being prompt in bringing and picking up your child from childcare each day. Please be sure to list on the emergency form any persons that might pick up your child, otherwise we will not release them until we receive a written notice. If you have made special arrangements for someone other than yourself to collect your child from school, please give that person's name and telephone number in writing to the director at arrival. Anyone not known to the staff will be required to show a picture ID. This is for your child's safety and is a requirement of the corporate office and DCF rules and regulations. If you find that you are going to be late, please notify our staff immediately so that we can reassure your child that he/she has not been forgotten. Parents who are later than the arranged time in picking up their child after the center has closed will be assessed an over-time charge of \$1.00 per min for the first 15 minutes, then \$5 per min for every minute thereafter. Any VPK student that is not enrolled in our wraparound class will be charged a fee after 12:00pm.

## SIGN-IN PROCEDURES

### SR VOUCHERS & VPK

Upon enrollment you (and all contacts in your child's profile) will be assigned a Lobby code which will be used as a virtual signature to clock your child in and out on the Tablet located at the front desk. If anyone other than yourself is picking up your child, please make sure that they are on the Pick Up list and they are prepared to show ID. This is a safety requirement by the Department of Children and Families and the policy will be enforced with no exceptions. No child will be released without proper identification being presented.

For parents of children with an approved ELC School Readiness or VPK voucher- a strict requirement of the program is to validate daily attendance with a physical signature for ELC reimbursement purposes. PLEASE SIGN IN AND OUT DAILY USING YOUR SIGNATURE, and it is imperative that you use your full name which can be deciphered in the case of an Federal audit (since the SR and VPK program is a Federally subsidized program).

According to the contracts for the funded programs through the ELC,- SR Voucher and VPK certificate holders and providers must adhere to the following as it pertains to **Attendance**:

- For voluntary prekindergarten (VPK), Coalitions will reimburse the providers for up to five (5) missed instructional days per calendar month. Any additional absences will not be reimbursed and the tuition for those days will be the responsibility of the parent.

- The SR rule allows a child to be absent for up to 10 days (3 excused absences and 7 unexcused absences) per calendar month before being terminated from subsidy.
- If your child continues to miss days at school unexcused, we are required to notify the ELC and your caseworker.

## LUNCH PROGRAM

Breakfast, lunch, and a pm snack is provided for all children in attendance during the scheduled meal period. Menus are posted on all center bulletins. We offer USDA meals and snacks based on the CACFP requirements for childcare centers. We ask that you do NOT bring outside food into our facility. In the case of allergies or other concerns, please discuss this matter with your center's Director.

## PARENT BULLETIN BOARD

The front entrance to the center and each classroom has a designated space for communication. There will be special messages and important information posted each week as they pertain to curriculum, events, and other important information. You are encouraged to get in the habit of looking at it at least once weekly.

## SHARING

We believe that learning to share is very important for children because it plays a vital role in their character and social development. Although your child may need to bring something comforting from home to make their first days less stressful for them, DO NOT BRING OUTSIDE TOYS for daily play. Each day we will have circle time so each child can experience sharing to the fullest. We will have designated Show and Tell days when children will have an opportunity to bring something special to them from home to share it with their class. Guns, war toys and weapons are not permitted in our center at any time. Otherwise all toys, puzzles, art, and writing materials will be provided by centers.

## LEARNING STYLES

There are four different types of learners: visual, auditory, kinetic, and contemplative learners. Some children are visual learners and they learn best when they can see the material that is being presented. This type of learner relies on handouts, slides, and pictures to help them understand the information.

Auditory learners respond best to material they hear. Children can learn from lectures, stories, conversation, taped messages, or from songs they learn in class. They are not dependent on visual information.

Kinetic learners appeal to hands-on material. They absorb information best when they are allowed the chance to be actively involved and explore through manipulation and handling. Games, physical examples and involvement, and role playing enhance the learning experience for kinetic learners.

The contemplative learner needs time to reflect and absorb the material and ideas being presented. Question and answer session activities give this learner the chance to reinforce key points, allowing the child to review and understand what has been presented. Our centers will detect your child/children learning styles at an early stage. We have incorporated teaching methods that will incorporate each type of learning style.

## FIELD TRIPS

We do not take trips outside the centers. We do offer indoor and virtual field trips that do not require transportation.

## PARENT'S EVALUATION OF PROGRAM

Throughout the school term we may ask you to fill out an evaluation sheet on different programs, the quality of care you feel your child is receiving, staff, and the overall atmosphere of our center. We value your opinions and ask that you give us your written compliments, concerns, and suggestions as we strive to constantly improve our program.

## BIRTHDAYS

Birthdays are very special to all children. If you would like to make plans to celebrate your child on their special day with their peers, you are welcome to bring store-bought, unopened and labeled cupcakes, cakes, cookies, frozen yogurt, fruit, or any such items to give your child a memorable experience. Please pre-arrange it with the Director beforehand so that we can make sure to anticipate and plan accordingly.

## STAFF

Teachers and staff are the heart of any school. Our staff is educated, talented, and experienced. The center will maintain teacher/child ratios according DCF guidelines. In-service training, staff education surpassing Florida's state requirements and guidelines, and overall self-improvement is a major factor in determining who we allow to interact with and guide your child in their Kinder Garden experiences and development. All staff is required to have a national criminal background check including fingerprints, knowledge of the DCF Childcare Rules and Regulations, Child Abuse and Neglect clearance, be CPR and First Certified, and a physical health exam.

## READING ENRICHMENT

Reading is very important to our children's future. A great way for you and your child to always remain a part of our School history is to donate a book to the facility. This donation can be made anytime. When your child brings a book, we will inscribe it with his or her name and the year. It will be added to our small library book collection.

## AFTER SCHOOL - SCHOOL AGE PROGRAM

Our afterschool program consists of many ways to help your children in their various learning styles. We provide after school care at our multiple locations to help parents that work swing shifts. When students arrive at the center they will be greeted with a snack and assistance with homework. They will have the opportunity to play games, socialize with peers, and eat supper (Merrill Rd location). Please see the Director if you need tutoring arranged for your child while at our center in the After School program.

## WITHDRAWAL

KINDER GARDEN management understands that circumstances occur where enrollment needs to be voluntarily terminated. Parents are required to give a written **two-week notice** as well as satisfy the tuition obligation for that time period while the seat is assigned to another applicant. Any unpaid balances remaining on accounts will be subject to collection by a collection agency which may incur additional legal costs to the overall balance, as well as potentially being reported to the credit bureau as outstanding debt.

## IN CLOSING

It is our deepest pleasure to join with you and your child on this wonderful journey of learning, exploration, and building lasting and meaningful connections!

Please feel free to discuss any questions or concerns with the staff. We must remember that children react to excitement, visitors, and sometimes anything that changes in their routine. YOUR CONCERNS ARE VERY IMPORTANT TO US, therefore in order to give you the attention you and your concerns deserve we ask that you make an appointment with the Director so that a meeting with your child's teacher may be arranged when she is not responsible for the care of the center children. Working together, we will provide a warm and understanding atmosphere for your child to grow and learn in.

