

Kountry Kids Learning Center



Parent Handbook

113 E. First St.
New Berlin, IL 62670

Revised 12/5/2012

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Contact Information

Kountry Kids Learning Center is located at 113 E. First Street, New Berlin, IL 62670.
Owned and operated by Kris and Stephanie Neuman.

Mission Statement

To provide quality care for children age 6 weeks through 12 years.
To help each child develop in an age appropriate environment.
To provide a strong learning environment.

Purpose and Goals

Setting the standard of excellence in Early Childhood education. Providing high quality care and education.

Licensing Information

Kountry Kids Learning Center is licensed by the Illinois Department of Children and Family Services (DCFS). The license number is 480211-03. The license is posted in a visible place at all times. DCFS inspects Kountry Kids Learning Center periodically and unannounced to insure that all requirements are met by the State of Illinois.

Insurance Coverage

We carry comprehensive general liability insurance along with accident / medical coverage for the children and employees.

Hours of Operation

Kountry Kids Learning Center will be open Monday thru Friday from 6:30 a.m. to 6:00 p.m. except where holidays apply. (See Holiday Schedule Policy) KKLC is licensed to offer random night hours to accommodate parents and special events. Notice will be given and a sign up will be available to assure proper staffing.

Holiday Schedule

The center is closed in observance of the following major holidays each year:

New Year's Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	The Day after Thanksgiving
Fourth of July <u>Week</u>	Christmas Eve
Labor Day	Christmas

We will close early on New Year's Eve in order to provide the opportunity for our staff to enjoy time with their family.

If any holiday falls on a weekend day (Saturday or Sunday), the holiday will be observed on the previous Friday or following Monday. Notice will be posted. Normal full time rates will apply to weeks that include these holidays, although the center will be closed. In the event we are closed due to acts of nature (such as tornados, snow, etc.) your full weekly payment is due.

Vacation Schedule

Kountry Kids Learning Center will be closed the week of July 4th each year. This week is to provide vacation time for our employees. Parents will not be billed for this week. Parents are responsible for providing childcare this week.

One weeks vacation time will be given to each full time child at half (50%) of the regular weekly rate for a consecutive 5 day period. Children are not eligible for this vacation until they have been in attendance for one year. Notice must be given to the center in writing at least two weeks in advance. This vacation carries no cash value. Children cannot be in attendance at the center during this week.

Enrollment & Withdrawal

Kountry Kids Learning Center is open to children from six (6) weeks through school age.

Parents can apply for enrollment of their child(ren) in Kountry Kids Learning Center by completing the following:

- 1) Filling out an Application for Admittance
- 2) Paying a \$35 Non-refundable Registration Fee
- 3) Completing and updating all medical/immunization records required. The Department of Child and Family Services require the following information to be on file **before** a child can be enrolled. Medical form with immunization record dated less than six months prior to the child's enrollment, or waiver. A tuberculin skin test is to be included in the initial exam unless waived, in writing, by a physician. Any child ages one to six entering a child care facility must have either a lead risk assessment or a lead test.
- 4) Filling out all required consent forms.
- 5) Must provide a certified copy of the child's birth certificate with in 30 days of enrollment.
- 6) Paying the first weeks Tuition (see Tuition & Fees Policy for rates)
- 7) Any other item requested by Administration

The Registration fee is a once a year administrative fee that must be paid upon each annual anniversary of your child(ren). The Registration fee is not meant to guarantee placement.

An application for enrollment is not contingent until the completed application and registration fee have been turned in.

Kountry Kids Learning Center reserves the right to refuse admission to any child at any time with or without cause.

Withdrawal

Two weeks written notice is required when withdrawing a child for any reason. If two weeks are not given, you may be billed for those two weeks of tuition.

Re-enrollment for any reason will require another registration fee.

Tuition & Fees (revised 12/5/12 –KN)

Private pay tuition fees are due on the last day of the week before. Should Friday be a holiday or you are absent on Friday, the weekly payment is due on the first day of attendance the following week. Late fees will be charged if payment is not received by the end of the first day of the week, generally Monday. **Tuitions not paid in full regardless of attendance will be considered a cancellation of contract and your child(ren)'s spot will not be guaranteed.**

Full Time Rates- Full time is more than 3 days a week.

6 weeks-15 months	\$190.00 per week
15 months-24 months	\$180.00 per week
2 years	\$170.00 per week
3 years	\$160.00 per week
4 years-Kindergarten	\$150.00 per week
School Age	\$60.00 per week

**Before Noon Early Dismissal: \$10 fee charge per day

**After Noon Early Dismissal: \$5 fee charged per day

**No School Days: \$15 fee charged per day

\$135.00 per week for Holidays and Summer break

An Activity Fee of \$125 per child must be paid at the beginning of Summer Camp in addition to Tuition. This Activity Fee covers activity fees for all the events and places we attend all Summer.

Childcare Assisted Program (CCAP) families are expected to keep their balance paid in full by the end of the month for which the billing occurs. Any balance due after the last day of the month will be subject to a Late Payment Fee and children will not be allowed to attend until the account is paid in full including Late Payment Fees.

Part Time/Night Care Rates- Part Time rates will be discussed on a case by case basis. Ask the Office Staff for details. Night care is offered periodically.

Late Payment Fees

Payments that are late will be charged an additional \$25.

Returned Checks

There is a \$25 fee on all returned checks. The NSF check must be redeemed with cash within one day of the NSF notice. After two NSF checks, cash will be required or other options may be discussed with administration.

Overtime Fees

There is a \$10 charge per child per ten minutes late of any portion thereof. Late is defined as anytime after the posted closing time (6:00pm.)

Example: Arrive at the center at 6:01pm - \$10.00 late fee per child

Arrive at the center at 6:11pm - \$20.00 late fee per child

****Rates are subject to change at any time. Written notice will be given.

Admission

Kountry Kids Learning Center reserves the right to refuse admission to any child at any time with or without cause.

Arrival & Departure Procedures

Parents or authorized adults are required to drop off and pick up their child(ren). The main entrance to use will be the door on the east end of the building. Each authorized person will have an individual PIN number to use to be able to enter the center. Each child must be signed into and out of their classroom by the parent or authorized adult at the time of arrival or departure.

The parents or authorized adult picking up each child must take home all papers/information in the child's cubby each day. If there is an incident/accident report for the day, the parent or authorized adult must acknowledge and sign the report at the time of pick up. For more info on incidents/accidents see the incidents/accidents policy.

Late Pick up Policy

Anyone picking up a child after closing time or after the child has been in attendance for more than ten (10) hours, will be charged the scheduled overtime fees as listed in the Tuition and Fees Policy. The fee is assessed per child and begins when a parent or authorized adult is just one minute late. The official time will be according to Kountry Kids Learning Center's clock located in the office. This fee is to be added to your next weekly payment and must be paid in full before your child can return to the center.

If a parent or authorized adult is late for pick up a phone call will be made to the parents, if there is no response from the parent or authorized adult the emergency contact will be called. If the child is not picked up within 30 minutes the police and/or DCFS may be contacted.

A child's care will be terminated should the child be picked up late on five (5) occurrences within a one year period regardless of the reasons for the late pickup. It is the parent's responsibility to ensure that an authorized person is available to pick up the child on time.

Mandated Reporting

Under the Abused and Neglected Child Reporting Act, mandated reporters are required to report and **suspicion** of abuse or neglect to the appropriate authorities. The employees at Kountry Kids Learning Center, Inc. are considered mandated reporters under this law. The employees at Kountry Kids Learning Center, Inc. are NOT required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We, at Kountry Kids Learning Center, Inc. take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Abused and Neglected Child Reporting Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of Kountry Kids Learning Center, Inc. can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith".

Cause for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body

- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without an appropriate child restraint (i.e. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

Communication Policy

Each class will be sending home monthly newsletters to keep parents informed of the activities taking place. Verbal communication with staff is encouraged daily at arrival and departure.

Educational Program

Kountry Kids Learning Center, Inc. will base their curriculum on the Illinois Early Learning Standards. Each classroom will provide a structured yet flexible daily schedule. The curriculum will be geared toward the developmental level and interests of each classroom. Lessons will address physical, cognitive, emotional, and social development.

Classroom Descriptions and Required Supplies

Infants

An infant must be at least 6 weeks old at the time of enrollment. We follow a feeding plan that has been suggested by the parent for each infant. The child's in room feeding schedule is updated as his/her diet changes. Feeding and changing times will be recorded and given to the parents daily.

Parents are required to provide the following:

- Formula or Breast Milk- refer to Food Program Information
- Bottles
- Disposable diapers and baby wipes
- Diaper Rash Ointment **
- Sunscreen **
- At least 2 complete changes of clothing that can be kept at the center at all times. Clothes must be changes based on the season and each item must be labeled with the child's name.

Toddlers

Toddlers consist of children approximately 12 to 15 months through 23 months.

Parents are required to provide the following:

- Disposable diapers and baby wipes
- Diaper Rash Ointment **
- Sunscreen **
- At least 2 complete changes of clothing that can be kept at the center at all times. Clothes must be changes based on the season and each item must be labeled with the child's name.

Twos

Twos consist of children approximately 24 months through 35 months.

Parents are required to provide the following:

- Disposable diapers until potty trained
- Wipes until potty trained
- At least 2 complete changes of clothing that can be kept at the center at all times. Clothes must be changes based on the season and each item must be labeled with the child's name.
- Sunscreen **

Pre-K

Pre-K students consist of children 3 years through 5 years (or until they attend kindergarten).

Parents are required to provide the following:

- At least 1 complete change of clothing that can be kept at the center at all times. Clothes must be changes based on the season and each item must be labeled with the child's name.
- Sunscreen **

** DCFS requires that parents sign a permission slip before the center may apply any topical ointment.

Absence

Parents are required to inform the center by 9:00am if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. If no notice is given by 9:00am or 1 hour after the scheduled arrival time, whichever is later, it will be assumed that your child will be absent for the day. If you bring your child after such stated time your child may not be allowed to stay for the day due to staff to child ratios. If you are going to be late, call the center. No refund will be given for absenteeism.

Illness-If your child is ill, we request that you notify the center administration of the absence, as well as the nature of the illness. This enables our staff to keep track of any illnesses that may occur at our center. If your child has a communicable disease, we ask that you share the diagnosis with the center administration, so that the parents of the children in the school may be notified that a communicable disease is present. Only the communicable disease information will be shared. Kountry Kids Learning Center will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share the reason for your child's absence from school. Symptoms which exclude the child from daycare or will lead to a child being sent home from the daycare are as follows:

- A child with a fever of 101 degrees F or higher may be sent home at anytime upon administration discretion
- A child with diarrhea and/or a rash combined with a fever of 101 degrees F or higher – child may not return until free of all symptoms for 24 hours.
- Illness which prevents the child from comfortably participating in program activities.
- Illness which calls for greater care than the staff can provide without compromising the health and safety of the other children.
- Unusual lethargy, irritability, persistent crying, difficulty breathing or other signs of possible severe illness.
- Vomiting 2 or more times in the previous 24 hours. Child may not return until 24 hours after the last episode of vomiting.

- Mouth sores associated with the child's inability to control his or her saliva, until the child's doctor states that the child is non-infectious.
- Purulent conjunctivitis (pink eye), cannot return until 24 hours after treatment was started.
- Strep Throat, cannot return until 24 hours after treatment was started.
- Impetigo, cannot return until 24 hours after treatment was started.
- Head lice and or scabies, cannot return until the child is completely free of live lice, eggs or nits.
- Chicken Pox, cannot return until at least 6 days after the onset of the rash (need to be scabbed).
- Whooping cough, cannot return until 5 days of antibiotics received.
- Mumps, cannot return until 9 days after onset of parotid gland swelling.
- Measles, cannot return until 4 days after the disappearance of the rash.
- Other symptoms not mentioned may require your child to be sent home.

In any case that one of the above mentioned conditions presents itself during the day, you will be notified by phone and will be asked to pick your child up from the center and will need to do so within 1 hour of being notified. Payment will still be required in full for any time missed due to illness or injury.

Incident/Accident Policy

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be kept in the classroom.

If a child needs emergency care due to an accident or illness, the parents will be contacted immediately. If the parent is unable to be reached the emergency contact listed on the registration form will be contacted.

Parents or authorized person are required to sign an Incident/Accident Report from that day at pick-up. A copy of the report will be given to the parent or authorized adult. A copy will be kept on file at the center. The classroom teacher will be able to briefly discuss the matter with the parent/authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Kountry Kids Learning Center, Inc. carries appropriate liability insurance for secondary purposes.

Emergency Policy

In the event of an emergency the following actions will be taken.

- 1) Emergency care will be initiated and
- 2) Parent/Guardian will be immediately notified
- 3) In the event that a parent/guardian is unavailable, we will contact the emergency contact listed in the child's file.

- 4) If emergency medical treatment is required, a child will be immediately transported to the hospital/medical center of choice indicated on the child's Consent to Daycare Provider form located in the child's file.

Medication Policy

Prescription medications can only be administered to the child whose name appears on the label and as outlined on the label. You must fill out a medication form in the classroom and give it to the teacher along with the medication. All medication will be properly stored in a locked box. If the medication requires refrigeration please let the teacher know. Please deliver medication directly to the teacher. Do not leave it in your child's cubby.

Over the Counter medications must be brought to the center in the manufacturer's packaging, labeled with the child's name, and a medication form filled out. Dosage must coincide with the manufacturer's recommended dosage or documentation from the physician. If the manufacturer states that a physician must be consulted for the age of your child, the center must have documentation on file regarding the dosage to be given from the child's physician.

Field Trips/Off Premises Trips (revised 12/5/12 –KN)

Occasionally we will have the opportunity to take children on field trips away from the center. In each case, the parents will be notified in advance by way of flyer posted to your child's cubby, announcement on your child's classroom sign in/out clipboard, in a newsletter and/or via email. If you wish for your child to NOT attend the mentioned field trip, you must notify the KKLC office at least one day before the trip so that arrangements can be made. Parents are always welcome and encouraged to attend field trips.

Our Summer Camp program goes on trips regularly throughout the Summer months. Parents are notified of these trips regularly.

On occasion, Kountry Kids Learning Center staff may take children to the local park located 1 block away. These trips may be taken without a permission slip or notice.

Parent/Guardian/Grandparent Participation

We invite parents and grandparents to participate in all aspects of the program. They are open to visit the center at any time and are encouraged to interact in all areas of a child's day at the center.

We hold parent/teacher conferences once a year.

Classrooms provide daily reports

Our web site is updated frequently, www.kountrykidslearningcenter.com, on upcoming events and fundraising. We send out Facebook alerts, text messages and e-mails.

Classroom art is sent home along with photos and crafts.

Adult family members (i.e. parents, grandparents, aunts, uncles, cousins etc.) are invited to attend field trips, parties, daily classroom activities and special center-wide events.

Parents may request individual meetings with teachers or administration staff whenever necessary.

Personal Belongings Policy

The center will provide all games, toys, books, etc. necessary for each child. Children are not permitted to bring their personal toys to the center due to the risk of damage, sharing issues, and loss. Parents are responsible for enforcing this policy with their children.

Children may bring one non-musical soft toy or stuffed animal that can be used for nap time only. Please mark these items with the child's name. Kountry Kids Learning Center reserved the right to deny any personal belongings for any reason.

Release of Personal Information Policy

Kountry Kids Learning Center will treat the personal information of each child and family as private information. Personal information will not be shared with other children, parents or families. Each child's personal information will only be available to the necessary staff and DCFS (upon request).

Guidance and Discipline Policy

Appropriate behavior is built upon mutual trust between the children and their teacher and/or caregiver. This does not happen overnight and requires effort from both teacher and child. It also requires support from parents. We are partners in this process and as partners we have a responsibility to each other. We do our very best and we know that we can count on your support in this endeavor.

Discipline means teaching and training and is the key to the way children behave. Discipline is an ongoing process. It begins early in a child's life. It involves changes as a child matures and continues until the child is an adult. It then goes on as self discipline. Guidance by our caregivers helps children to develop self control; respect the rights of others; express their emotions appropriately; build self esteem; become self reliant and develop organizational skills.

At times children misbehave because they are tired, hungry, or sick. They may also misbehave because they were never clearly told that a certain behavior was not appropriate. However, many times children misbehave because they are angry, jealous, afraid, or have hurt feelings. Understanding the cause of a child's misbehavior can help us choose an effective method of changing the inappropriate behavior.

The goals of good discipline and guidance are the following:

- To encourage appropriate behavior
- To help prevent problems from arising as the child matures
- To instill a life long sense of self discipline

At Kountry Kids Learning Center, Inc. we feel that appropriate behavior can be developed through these basic steps:

1. We set realistic limits necessary for the child's safety and well being that are developmentally appropriate.
2. We inform the children of our expectations. Each child will understand the limits beyond which he/she will not be allowed to go. He/She must also realize that there will be consequences to their actions. We promote independence by allowing the children to share in setting limits and rules where possible.
3. We encourage (depending on the child's age) the child to talk about their feelings instead of misbehaving.
4. We divert attention and/or remove the child from the area of conflict when possible to a more acceptable behavior or activity. Often, telling the child "No", in a calm voice, when appropriate can also be effective.
5. We may use the Time-Out method to give the child a time to cool off. Removal from the group to help the child gain control shall not exceed one minute per year of age. When

using this method the child will be told how long it will be. The child will also be in a safe place. The child may observe the group at this time, but not participate. If it is concluded that the child cannot remain in the group he/she may be removed to the director's office for further consult.

6. We provide encouragement when a child fails and value these mistakes as learning opportunities.
7. Children shall not be disciplined for toilet accidents.
8. We are consistent. Children will test us to see if we are.
9. We enforce the limits that we have established in a firm but fair manner. However, we will patiently remind the children of the rules as needed.
10. We strive to be good roll models by setting good examples as the adults who care for them.
11. We will not use physical punishment of any kind.

Effective discipline is a positive process. We make every effort to understand your child's needs. We reward positive behavior through the use of praise, smiles, hugs, and "Thank You". We use material rewards sparingly.

We discourage misbehavior firmly, fairly and consistently. We adapt our methods of discipline and guidance as your child grows and matures. It is our responsibility to see that every child has an atmosphere in which they can learn and grow to the best of their ability. Whatever your child's age, love and understanding are the keys to more appropriate behavior and the steps to personal success.

*A child who, after a number of attempts have been made to meet the child's needs, continues to demonstrate the inability to benefit from the program offered, or whose presence is detrimental to the group shall be discharged from the center.

Fire and Severe Weather Drills

Kountry Kids Learning Center staff and children participate in Fire and Disaster drills regularly. Evacuation plans are posted in each classroom. Please call ahead to verify that the center is open before you leave home on bad weather days (i.e. - heavy snow storms). In the event that New Berlin CUSD #16 is closed on account of the weather (snow, extreme cold, treacherous road conditions, etc.) KKLC will also be closed for the safety of our families and staff. Our closing can be found on the WICS News Channel 20 and an automated text message will be sent to the cell phone number(s) on file. No refunds are given for days missed due to inclement weather, etc.

Advertising and Media (revised 12/5/12 –KN)

KKLC often takes pictures of our students and likes to publish them. KKLC has a facebook page and often publishes pictures to their facebook page, you tube channel or other social media outlet. KKLC has a strict policy that no children are to be tagged by an employee in a picture for security purposes. If you wish to tag your child, you may do so, but please do not tag any other child. It is encouraged that you do not tag ANY children, including your own. KKLC also publishes pictures to the local newspapers. If you do not want your child's pictures to be published in any of these medias, please inform the KKLC office in writing of your request. Children that are deemed wards of the state will not be published in any media of any kind.