

# Kids Place, Inc



## Parent Handbook

Main Office – (865) 933-7716

9140 Millertown Pike

Mascot, TN 37806

## **Statement of Purpose (All Locations)**

Welcome to Kids Place! Our dynamic program is a quality educational and recreational program designed with the working family in mind. Children are made to feel like they are a part of a large community family and encouraged to participate in all sorts of activities and exciting adventures. Group play is a fundamental part of child and youth development. Children attending consecutive weeks experience greater skill development, higher self esteem, and stronger group bonds. We provide the ideal combination of fun and learning that will build the foundation for each child to flourish now and in the future.

While in our program, we strive to teach children to problem solve. We give them opportunities to practice social skills, communicate successfully with their peers, and experience some new adventurous camp activities. Our staff's mission is to allow children to experience social development and skill achievement through challenging, supportive teamwork and practical applications in our program activities. When children believe, they will achieve, and the sky is the limit.

Our Kids Place program is supervised by a caring staff, trained to meet the needs of individual children. They are also positive adult role models, who are truly passionate about their work. There is enough flexibility in our programs to accommodate children from different age groups and at the same time, fulfill the needs of individuals. Every reasonable effort is made to accommodate children's needs; however, our program provides supervisory care, not medical or nursing care.

Children will have the opportunity to engage in activities that will support and nourish their social, emotional, and intellectual development. Our Kids Place program provides quality care for children with daily curriculum, arts and crafts, storytelling, games, sports, drama and theater, nutritious snacks and meals, music, and more!

The Kids Place program is a non-profit program and does not discriminate on the basis of race, color, religion, sex, or national origin. Each child is enrolled and able to participate in activities determined on an individual basis. Enrollment is limited due to the amount of space and staff limitations. Kids Place reserves the right to enroll or release a child from our program at our discretion. If a child is released or terminated from our Kids Place program they will not be permitted to return at any of our locations. The safety and security of all children enrolled in a Kids Place program is our # 1 concern.

The Kids Place, Inc. program is a non-discriminating, non-profit organization. Kids Place, Inc. participates in the TN Child & Adult Food Program (CACFP) in some locations. Kids Place accepts payments from the TN Child Care Certificate Program and Douglas Cherokee.

### **After-School and Summer Camp:**

During the summer, we have access to low ropes courses, climbing walls, archery, zip lines, skating, pedal karts, swimming and water fun, nutritious food, and music at our main campus, Camp KP – Millertown. Different weekly themes help to keep programming exciting and fresh for our children!

Children will have numerous opportunities to enjoy outdoor activities that will support development in socialization, sportsmanship, and community outreach. Kids Place is extremely proud of our programming and our staff. They are leaders of youth development and truly passionate about their work with children.

Due to the structure of our program, all children must be completely potty trained. No diapers or pull-ups are allowed.

**Early Childhood:**

We provide safe, quality care for children 6 weeks to 5 years. Our all-inclusive early childhood program is designed to supplement and support the child's experiences at home and daycare.

**Kids Place Program Goals (All Locations)**

- Develop leadership skills with character, responsibility, and adaptability.
- Teach children to cooperate, work together, and appreciate differences in others.
- Learn to problem solve and see things from others perspective.
- Encourage curiosity in nature and the world around them.
- Develop friendships and communication skills to relate well with their peers.
- Coping skills for a variety of situations and strategies to deal with those situations.
- Enjoy the wonderful outdoors and the peace it can bring to you.

**Communication, Newsletters and Activity Calendars (All Locations)**

We have a staff member checking children in and out each time they enter or leave the program, and that staff member is the tracker. The tracker will call for your child and inform you what is happening with your child each day. Please feel free to communicate with the staff about any questions and concerns you might have at that time or let them know if you would like to speak to the director. We value your opinion and welcome your input. Parent surveys go out at the end of summer and again midway through the school year.

Each center has a parent bulletin board and puts out a monthly parent newsletter, a monthly activity calendar, and a monthly menu. They will be placed by the sign-out to keep you informed about the program happenings.

**Enrollment & Parent Orientation (All Locations)**

Before enrolling your child at our Kids Place program, we encourage you to visit and observe the program in operation. This will allow you to ask questions about what you see and feel comfortable with our style of care. We will then go over necessary paperwork in a short parent orientation, answer any questions you have, and work out a starting date together. All paperwork will need to be completed before your child(ren) can begin our program.

Kids Place is in compliance with Section 504 serving children with disabilities. Kids Place is in Title VI compliance and does not discriminate on the basis of race, color, religion, sex, or national origin. Each child is enrolled and able to participate in activities determined on an individual basis. Enrollment at each location is limited due to the amount of classroom space and staff limitations. Kids Place reserves the right to enroll or release a child from our program at our discretion. If a child is released or terminated from our Kids Place program they will not be permitted to return or join another Kids Place program. The safety and security of all children enrolled in a Kids Place program is our #1 concern.

Our parent orientation will include the following:

Parent Packet – This includes Children’s Paperwork and Personal Information, DHS Rules and Regulations, and USDA Food Program Information (where applicable), and a current newsletter.

Tour of the Program Areas

Introductions – You will be able to meet the staff and Kids Place.

Review and Answer Questions – You will receive answers to any questions about the parent handbook and other paperwork.

Briefing on the following policies

**Policies:**

- Drop off and Pick Up
- Adult/Child Ratios
- Call in for absenteeism
- Parent Sign-Out, Check ID,
- Medicines & Documentation
- Illness Policy
- Accident Reports / Incident Reports
- Disaster Drills, Responsibilities, & Security
- Activities/Classroom & Schedule
- Safety Equipment
- Curriculum
- Discipline Procedures
- Snack & Meals
- Snow Policy
- Hours of Operation & Late Policy
- Fee / Payment Schedule & Returned Checks
- Conflict Resolution

**Summer Camp:**

**Camp KP – Millertown Special Activities:** Children only participate in special activities with qualified staff members.

- Archery and Paintball Targets\*
- Pedal Karts\*
- Skating\*
- Rock Climbing Walls\*
- Ziplines\*
- Game Room and Woods
- Swimming Pool
- Water Town and Water Slides
- Pets and Animals on Site
- Ropes Course\*
- Art Room
- Amphitheater
- Ball Fields
- Gardens
- Inflatables
- Mountain Games (foot pool, foosball, 9 sq., etc.)

\*Personal sports equipment is allowed and/or required for this activity.

There are additional activity centers daily that consist of: board games, housekeeping and imaginative play, quiet area, building manipulatives, books, gym games, and play ground areas. Our summer schedule allows for three special activities and in between those times children are welcome to use the other activity centers mentioned above or be with their friends.

## **Children's Paperwork and Personal Information** (Please keep information updated)

Parents will need to fill out a complete application including;

- Registration
- General Information
- Health Check List
- Early Childhood Information (if applicable)
- Emergency Card

**A note to parents regarding personal information:** Having prior knowledge about a learning difficulty, health issue, a recent loss, or major changes in the child's life make a tremendous difference in helping us be sensitive to your child's needs. This is especially true for children who are nervous about a new situation. Parents sometimes fear that staff will not accept their child if they are completely forthcoming about these situations, however, children need us to be partners with parents in planning for a successful day. Please be open with us and let us work together to create a positive experience for your child.

## **Daily Schedules and Programming:**

### **Summer Camp:**

- Each week starts the beginning of a new adventurous summer camp theme! Curriculum is based on a fun filled theme that will provide exciting activities focused on academic enhancement with an emphasis on that particular subject matter. The curriculum is very educational through many entertaining and simple hands on activities including; art, science, math, geography, nature, and much more. Children love to learn and we make learning part of their summer fun!
- Children enter the program in the morning to peaceful activity centers like reading, board games, art, and building. After breakfast, announcements are given at the amphitheater for the morning special activity choices. Children choose and then move to those activities. There are a total of (3) 1 ½ hour special activity slots per day where children are making activity choices.
- The children are divided into (3) age groups K & 1<sup>st</sup> grade, 2<sup>nd</sup> & 3<sup>rd</sup> grades, and 4<sup>th</sup> & 5<sup>th</sup> grades to aid in curriculum comprehension and safety for the various activities. A full explanation of the various camp activities will be gone over at parent orientation. Children are welcome to bring their own sports equipment when participating in certain activities.

### **After-School:**

- Children arrive to the program immediately after school lets out and attendance and tracking is taken. Snack is served in shifts depending on the amount of children in the program and children are allowed to socialize with their friends. Announcements let the children know of the daily activities that are available to them.
- Curriculum is given in groups and consists of topics that children are interested in, for example, the first airplane flown, the history of holidays, different cultures, remarkable people, sports, or current events. We have open discussion on the day's topic and make a concerted effort to aid in the development of critical thinking skills, as well as, compassion and consideration for those in their group that have different opinions and ideas. Our curriculum is very educational through many entertaining and simple hands on activities that include: art, science, reading, math, geography, history, outreach, creative writing, and nature. Children love to learn and we make learning fun!

- After curriculum, children break off into groups to go to homework, the gym, outside, or centers that relate to the days curriculum. Our programs have many other interest areas for when they complete an activity and want to play and socialize with their friends.

### **Early Childhood:**

- All classrooms follow a schedule, please check with your classroom to see what that schedule is. All children need to be at daycare by 8:30 am to participate in curriculum activities. To aid your child in getting the most out of the day, please be consistent.
- The crawlers, toddlers, 1 ½ to 2 ½ year olds, and 2 ½ to 5 year old classrooms all have age appropriate, planned curriculum each day. Their daily agenda is very flexible, nurturing, and utilizes a Montessori theory. The children work together and by themselves to explore new opportunities throughout the classroom. We believe in and encourage a lot of hands on learning and exploration. Our curriculum provides a full realm of developmentally appropriate and culturally rich educational materials. Additionally, classroom teachers add to the curriculum through many holiday and cultural hands on activities including: art, science, math, geography, and nature. Children love to learn and we make learning fun!
- Parent letters are sent out each month so you can follow along with what they are learning. Please feel free to observe and let us know if you have any classroom suggestions.

### **Diapering and Potty Training (Early Childhood)**

- Parents are to furnish diapers and wet wipes for their children. Please check daily to make sure you have plenty of both. Children who need diaper rash creams will need to have a signed medicine slip on file.
- Potty training usually occurs when children are around 2 to 2 ½ years of age. Our staff will request that you let us know in plenty of time when you see your child may be ready for that transition. Potty training is usually successful if the child is ready. Parents need to try to potty train at home over a weekend. If you feel that your child is successful and comfortable with potty training, we will continue through that week. Our main goal is to keep potty training positive with very few accidents. We request that during the potty training that you use regular cotton underwear and only use pull-ups at nap time.

### **Personal Safety Curriculum (Early Childhood)**

- Tennessee Law requires that children in childcare receive annual instruction in personal safety. The DHS approved curriculum “Keeping Kids Safe” will be offered to all children in the preschool building every fall. Personal safety curriculum is presented at open house, upon enrollment, and thereafter in Ms. Gigi’s office upon request. The terminology used is “private body parts”. You will be notified by a parent newsletter and by your classroom teachers prior to the beginning date of personal safety instruction. Please see Ms. Gigi with any questions you may have or if you wish to review the curriculum.

### **Transitioning Children (Early Childhood)**

- When a child is ready to transition to the next classroom, it is done in a one-week period. The transition begins by moving the child up to the next classroom for just a few hours each morning and returning before nap. As the child becomes accustomed to the new staff and children, the period will increase each day. Additionally, we try to transition children in pairs or more; this allows the children to be supported by their friends.

## **Breakfast, Lunch, and Afternoon Snacks**

### **Early Childhood:**

A nutritious breakfast and lunch is provided daily. Please check to see what time breakfast is served if your child will be eating breakfast with us. Nutritious afternoon snacks and beverages will be provided each afternoon. There is no extra charge for meals and snacks. Infants and children requiring special food will need to provide those food and bottles. Please check daily to make sure your child has all food necessary for that day. Our menu follows the USDA guidelines and is very nutritious and tasty. Please let us know if your child has any food allergies. Allergies must have proof with a physician's note.

### **After-School and Summer Camp:**

#### *Breakfast*

- We provide a balanced breakfast at 9:00 / 9:15 which can consist of a cereal, French toast sticks, biscuits and gravy, bread, fruit, yogurt, juice and milk. Please see posted menus.

#### *Lunch*

- We will provide lunch several times during the week so pay attention to when those days are. A menu will be posted for all meals and snacks. Lunch is served at 12:00.
- When children pack a lunch, please label all items with child's name (lunch boxes, bags, bottles, food containers, etc.)

### **Ideas for lunch on days that lunch is not provided:**

Fruit slices, raisins, vegetable slices, cheese, lunch meat/sandwiches, baked snacks, granola bars, trail mix, yogurt, jello, peanut butter and jelly sandwich, pretzel, mac-and-cheese in a thermos, lunchables, etc. Please do not bring lunches that are required to be heated.

#### *Afternoon Snack*

- Students will be provided a light afternoon snack at 3:00. Snack choice: Ice cream, fruit, assorted crackers, or pudding.

#### *Other food*

- You are welcome to pack your child additional food to eat during the different meal times if they do not like our menu items.

### **Food Allergies**

Please let us know of any known food allergies your child may have. We are happy to assist you with a list of the snacks we serve and a list of allergens in those food items from the manufacturer.

## **Dress for Children (All Locations)**

Please dress your child in clothing that they are comfortable playing in because we stay very active most of the day. Rubber-soled shoes are safest on the play areas and the many outdoor activities. Many classroom and play activities are very messy and may include paint, water, mud, etc. Almost all the children will go outside during some part of the day and will need appropriate clothes for that particular season. A change of clothing should be in their bags/cubbies daily in the event of sickness, bathroom accidents, spilled drink, or paint.

Please make sure to send jackets and hats when the weather turns cold. Kids Place goes outside most days even during winter months.

### **Summer Camp:**

On field trip days, a Kids Place field trip shirt is necessary and can be worn over bathing suits. Please make sure to write your child's name on all clothing items, backpacks, towel, lunch boxes and water bottles.

## **Items of Interest and Electronic Devices (All Locations)**

Kids Place does not allow toys from home. This is inclusive of: cell phones, tablets, iPods, headphones, or other portable electronic devices brought into the program. If your child requests to call you, we will allow them to use the phone as long as it is not continuous or extensive.

Electronic devices are extremely popular but do not promote social skills, and we all need to practice those. Only on a special occasion will they be permitted. TV is extremely limited in the programs and used only on a special occasion for a movie. We will not be held responsible for any items, including electronic devices, brought from home. Special exceptions will be made for items of interest to share from an occasion or topic we are covering in our curriculum. Please make sure your child's name is on all of their items.

A special security-sleeping blanket (etc.) is always welcomed at our Early Childhood.

## **Arriving, Dismissal and Attendance (All Locations)**

### **Arrival**

- Park in the front parking lot of Kids Place following the one way signs. Please try not to block other parents coming and going. Walk your child to their building and sign your child(ren) in.
- Teachers open the doors and begin receiving children at 7:00 am. Every minute prior to 7:00 am is needed to prepare the rooms so that full attention can be given to your child upon entering the room.
- On full days, all children need to arrive before 8:30 for the Early Childhood and 9:00 am for After-School. This helps with program planning and ratios. Please call if you are going to be late.
- Students should NOT enter Kids Place alone. Parents must come into the building with their child to sign-in.
- DHS requires a sign-in/out log with parent's full signature each time your child is in our care. Your attentiveness to this policy is greatly appreciated.



## **Dismissal**

- Parents should again park in the front lot and come into the building to sign-out their child(ren). Be courteous about parking in line so as not to block other parents in.
- Students are to remain with their parents while on the property until they reach their car for safety.
- Please lock gates coming in and going out of all playground areas.

## **Attendance**

- When your child(ren) will be absent or late for any reason, please call the director to inform them. Our policy requires we call you if your child is absent due to staff ratios and program planning.
- Children on the certificate program can only have 5 absences per month. Child care fees will be charged immediately on the 6<sup>th</sup> absence at the current rate.
- Please convey any illnesses that your child may have. This allows us to share with other parents when an illness has been diagnosed such as the flu or strep. We care about our children and their families and will try to keep everyone informed when appropriate.

## **What happens if I'm late picking up my child? (All Locations)**

Kids Place programs close promptly at 6:00 p.m. If you arrive after 6:00 pm, you will be charged an additional fee of **\$1.00 for eachminute** you are late. Please call if you will be late. The \$1.00 per minute fee is due Friday with your scheduled fee payment. Kids Place reserves the right to put parents on an earlier pick-up time for continual late pick-ups.

The Department of Children Services will be called in cases where we are not able to locate parents/guardians or others listed on your child's emergency card 45 minutes after closing.

## **Parent Pick-up Exceptions and Changes (All Locations)**

- Parents, guardians, grandparents, and other family members that our staff does not recognize or have not met will be required to provide photo id. We will also call a parent for verbal approval.
- Written permission is required for a student to ride or leave with anyone other than parents (or legal guardians). Photo id required.
- You may give permission for the year on the enrollment form. You can send a daily note or fax a note if this is an occasional or temporary arrangement.

***Custodial Issues*** Please provide us with a copy of the necessary legal documents if permission to pick-up a student is different from joint custody where "either mom or dad can pick-up" or parents are not the guardian.

For your child's safety we cannot make any exceptions to these policies no matter who registered the child or who is paying tuition.

Our pick-up policy requires us to question anyone whom we feel is not in total control of their actions, i.e. alcohol, drugs, etc. If deemed necessary, we will then call you or the person(s) that you have authorized to pick up your child on their application. We apologize if this is offensive in any way. Our concern is for the safety of the children.

## **Illness and Head Lice (All Locations)**

Children need to be free from illness 24 hours before returning to Kids Place. This includes illness that are contagious or of serious nature. It is in the best interest of the children who attend our program to be healthy and happy. It is difficult to provide a happy stimulating environment for all children when one child is feeling poorly due to illness.

### **DHS Guidelines state**

- A.** Children shall be checked upon arrival and observed for signs of illness during the day. Any child with the following symptoms shall be removed from the group until the parent is contacted and the health issue is resolved:
- Fever: auxiliary temp of 100 degrees F. or more,
  - Respiratory symptoms,
  - Two incidents of loose stool in a day,
  - Vomiting – twice in one day,
  - Eye drainage,
  - Unexplained rash and burns,
  - Appearance / behavior (child acts or looks different than usual – unusually tired, lacks appetite, confused, difficult to awaken, change in color of skin, eyes, stool, or urine), or
  - Obvious, severe pain.
- B.** Parents of every child enrolled shall be notified immediately if one of the following communicable diseases has been introduced into the childcare center: hepatitis A, food borne outbreaks, salmonella, shigellosis, measles, mumps, rubella, pertussis, polio, hemophilus influenza type B, or meningococcal meningitis. Providers shall report the occurrence of the above disease to the local health department.
- C.** Impetigo and diagnosed strep shall be treated appropriately for 24 hours prior to readmission to the center. Children having scabies or lice or shall have proof of treatment to be readmitted. **Additionally, Kids Place has a no-nit policy for head lice.**

We are concerned about the health and welfare of each child; therefore we require that your child be picked up as soon as he/she is found ill while in our care. Thank you for working with us!

## **Medication & Sunscreen (All Locations)**

- Our facility will NOT administer medication unless specifically prescribed by a doctor. If prescription or non prescription medication is required, you must provide a doctor's note.
- All medication must be brought in as a daily dose in the prescription bottle or original container. A Kids Place medication form must be filled out and signed by the parent or guardian and signed again when medicine is complete to acknowledge you have picked up your medicine.
- Your child's health is very important to us. Please let us know of any allergies, illnesses, disabilities, or personal family situations that may affect your child's welfare.
- Kids Place administers first-aid, this may include triple antibiotic ointment, band-aids, peroxide, Benadryl stick (bug bites), a soap and water cleaning, or an ice pack. In an emergency we will seek further medical attention and notify you. Accidents will be documented.
- Kids Place, Inc. staff applies sunscreen to all children every day during summer or on hot sunny afternoons. We do not want the children sunburned; it is not only painful but can lead to skin cancer. If your child is allergic to a certain sunscreen, you will need to provide us with their sunscreen labeled and in a zip lock bag.

**When bringing medication to Kids Place to administer, please follow these procedures:**

- All medication must be in the original container, have the child's name on it and written instructions by pharmacist, doctor, or parent/guardian.
- Completely fill out a medication form with the time, dosage, side effects and any instructions.
- Send medication to Kids Place in the original prescription bottle with the child's name and doctor's name.
- All medication needs to be handed to a director or assistant director directly and locked up.

Please note: We do not keep over the counter medications including: antihistamines, cough medicines, any medication for poison ivy, poison oak, dry skin, sunburn, dermatitis, or fever reducers on a "just-in-case" basis.

All staff is trained in first-aid and CPR, but are not licensed health care professionals. Kids Place regrets that we will not be able to administer or perform complex medical procedures for children.

**Accidents and Injuries (All Locations)**

In case of accidental injury, we will make every attempt to contact a parent and/or family member listed on your emergency card. If we cannot reach you, we will call your emergency contact person(s) or your child's physician if necessary. Until the arrival of the parent, physician, or ambulance, the director or the staff will make all decisions about the care of your child. Parents will assume responsibility for any resulting expenses. Kids Place will maintain a parent's signed consent form agreeing to this provision to allow for care of the child.

For serious and non serious accidents, staff record information on an accident form and file appropriately. Parents sign off on and are given a copy of the accident form so you understand the particulars about your child's accident. Smaller accidents are recorded in the incident journal and parents are informed about the incident at the end of the day.

Your children will be participating in many supervised activities, some of which may result in physical or emotional injury, paralysis, or death. The risk cannot be eliminated without jeopardizing the essential qualities of the activity. By signing the general information sheet, you agree to release, defend, and hold harmless Kids Place, Inc., its officers, directors, and staff from liability on account of injury to your child, their well-being or property, or for any other loss, claim, or damage without limitation.

**Kids Place Staff (All Locations)**

Without a doubt, we have the best and brightest staff anywhere! We hire only the most qualified & compassionate individuals who really enjoy working with children. All staff realizes the importance of their job and understands that they are role models to the children in their care. All staff must have 18 hours per year of training in the field of childcare.

Prior to employment all staff will:

- Participate in interview process with reference checks.
- Become CPR & First Aid certified
- Take 7 hours of on-line child development courses – TNELDS, Before You Begin and Shaken Baby Syndrome / Head Trauma
- Successfully complete a 4-hour Kids Place Orientation - Child Abuse Prevention, discipline techniques, and child development.
- Yearly Summer Orientation & Yearly Leadership training
- Yearly child related in-service per job description
- Complete Early Childhood/CDA training for lead teachers (at the Early Childhood)
- Pass a pre-employment drug test.
- Pass 2 back ground checks and be fingerprinted by the TBI.
- Demonstrate a good attitude and strong work ethic.
- Above all – have an authentic love for children!

Camp Leaders who work at the Camp KP location or oversee certified activities will have a certification on file in the main camp office, ie. lifeguard, archery, zip line, rock climbing, ropes, and participate in a Yearly Summer Orientations and a Camp Leadership training.

### **Behavior Expectations, Discipline, and Guidance**

#### **Early Childhood:**

All children are considered individuals and behavior expectations are based on their developmental ages. As children understand the concept of rules, they will be expected to follow established rules for the purpose of safety and happiness in our classrooms. Their teachers will explain all classroom rules. When misbehavior occurs, the staff decides together with the child, what they did and what they might do next time. Additionally, when the misbehavior affects another child, we discuss the feelings of the other child. This procedure helps us instruct your child as to how they can make better choices. Talking, time out, and redirection are the forms of discipline we use.

Kids Place has a biting policy for children who bite excessively. This policy will be implemented on a case-by-case basis. For extreme biting cases, we will suspend children from daycare for a few days when that particular child has bitten several times that day or several days in a row. Biting is a health issue, but unfortunately, is very developmentally appropriate for children 10 months through 2 years of age. Each time a child is bitten or bites, it is documented and a note is sent home to both sets of parents. The decision as to when to suspend will come only after the staff meets and when we feel that the biting situation is not resolving itself. Working through the biting habit will take the parents, child, and staff working together.

For children who move up to the preschool house, the rules become a little more defined: (1) Follow 1<sup>st</sup> request, (2) hands and feet to yourself, (3) inside and outside voices and feet, (4) respect the building, equipment, friends, and staff, and (5) tell an adult if you have been hurt or need help.

### **After-School and Summer Camp:**

All children enrolled in the Kids Place Program will be expected to follow rules established by the staff for the purpose of safety and smoothness of operation in our childcare program. KP Camp Millertown uses a code of conduct called the "K.P. Law". There are three elements included in the law; Safety, Respect, and Attitude. Each situation or misbehavior is directed back to one or all of these elements and explained on the individual child's level. We generally use redirection in our first attempt to guide the child from their misbehavior. The second attempt will be a time out or sit and watch. Explanation is given each time to encourage self-discipline and making correct choices in the future.

**1. Follow 1st Request:** This is the most important rule and is most often used when trying to get the groups attention. We do this by way of the staff raising their hand and saying "Kids Place". Our hand is up which indicates quiet so we can announce seconds in snack or activity choices.

**2. Hands & Feet to Yourself:** This is an obvious important rule to avoid injury and bullying. We have the "3 strikes and you're out" which is something we strictly enforce when these misbehaviors occur.

**3. Inside & Outside Voices & Feet:** This rule coincides with the school and is mainly used to keep the children from running and to be quiet in the hallways while the teachers continue to work in the afternoons.

**4. Respect for the Building, Equipment & Staff:** Because we are in a school building, the children will be expected to respect the building in every way they do during the school day. Respect of our equipment and our staff is simple and teaches children a most important life skill.

**5. Tell an Adult:** If you need help, if you have been hurt, or if you are being bullied, you need to tell an adult. Remember bullying is not fair and will not be tolerated at Kids Place.

### **All Locations:**

Our expectations are simple and really follow life's rules regarding raising wonderful, responsible children. Additionally, your children will be required to share, clean up after themselves, and apologize when they have hurt someone's feelings. But our guidelines are truly very simple and we hope to guide your child(ren) through problem solving and making good choices while they are here in our care. We all need to remember what it is like to be a child. Our teachers have been trained in Love and Logic as another approach of redirecting behaviors that need to be addressed.

If we have serious problems with your child, you will be the first to know. Children with continual behavior problems will be asked to leave the program and this is determined on a case-to-case basis. Children may be put on behavior contracts in those cases. Physical aggression is unacceptable and will not be tolerated in any case.

No alcohol, drugs or weapons (including knives) is allowed at any Kids Place location! Immediate dismissal and a seizure policy will be instituted.

### **Photos (All Locations)**

Kids Place takes pictures and videos of the children during program hours and uses them for marketing and social media. We also display them in albums and poster boards for children and parents to enjoy. This is done in good will (without using names) and is used to demonstrate the fun activities that children participate in while in our program. Visitors/Parents may not photograph other children in the program without written permission from all the parents. By registering to attend Kids Place, you agree to your child's pictures being used for promotional purposes, which could include our website and other social media sites.

## **Parent Involvement / Volunteering & Parent Conferences (All Locations)**

All parents, visitors, and volunteers need to check in with the director upon arrival to a Kids Place location. Parents are encouraged and welcomed to join in all our activities, during meal time, field trips, and special events. We ask that you limit the time of the visit to a few minutes or to view a special show or project. Parents should not plan to hang out or participate with their child's group especially following drop-off and morning opening.

Each Kids Place location forms parent boards each fall which meet at least two times during the year to discuss upcoming plans and activities and share general information about the daily operations. We encourage you to bring your opinions and suggestions on programming to the site director. Kids Place appreciates our parents and their families and feels their input can strengthen the quality of care we give. We also send home parent surveys each year to check for program satisfaction. We hope you feel our center is warm, inviting, and friendly.

Kids Place offers and supports parenting workshops including CPR & First-Aid classes for all families receiving service. Please watch for information on your parent board in your child's classroom or see your director.

Parent conferences are openly scheduled throughout the year and as often as needed. If you'd like to set up a separate appointment, beyond opening hours or your work hours, to discuss something specific, we can arrange for that. Please let us know when you have any questions or concerns. We encourage you to develop relationships with the staff that cares for your child through phone calls, notes, or daily conversations. Thank you for sharing your child with us!

Kids Place programs engage in various monthly community service projects called "Operation Kids Place Cares". These projects include taking care of our environment, food drives, community awareness, and many other outreach projects that give the children opportunities to understand and appreciate life as well as develop into caring citizens. Parents are welcomed to help with our many monthly outreach projects.

## **Childcare Payments & Registration Fee (All Locations)**

All fees must be paid in advance by Friday for the next (up and coming) week. Please give your cash or check made out to Kids Place, Inc. to the site director. You will receive a receipt for each payment on the next week. If you drop your money after Friday at 6:00 pm, it will not be credited until the next week. A **\$5.00 LATE FEE** will be charged for all payments made late. Please keep your weekly fees current, or your child could lose his or her space for continual late or non-payment of fees. **Any child whose fees are one week behind will lose service!** If you have any questions about your account, your director can assist you or you may call the main office at 865-933-7716. When you register your child, you are reserving a space for your child. There are no refunds for sick days or other absences. When you sign the General Information sheet for your child, you are agreeing to the fee and all the terms of the parent handbook.

Cash paying procedure requires you to put your cash in a stamped Kids Place envelope with your child's name on it, the correct date, your initials, and a staff's initial after counting the money. Additionally, the cash log has to be filled out with your child's name, the amount, and with both initials. Staff will then place the envelope in the money box.

Kids Place has a family registration fee for all children attending our Kids Place program and an individual summer registration fee for children attending our summer camp program. The registration fee is required for both full time and part time children and is non-refundable and due prior to attending. Any change in registration will come with a \$35 registration fee. This includes changing from part time to full time and vice versa. If your child drops from the program for any amount of time you will be required to pay the registration fee again.

### **Early Childhood:**

At this location, we do not offer a multi-family discount. We keep our rates at a “break-even” level and are unable to offer adjustments for vacation, holidays, or illness. Kids Place is a non-profit organization and our operating costs are figured on a yearly basis and balanced with the fees we charge.

### **Returned Checks (All Locations)**

Due to the amount of returned checks, Kids Place, Inc contracts with Paytek to handle all returned checks. Paytek receives all returned checks directly from the bank and will contact you for payment. All accounts 30 days past due will be turned over to the main office or collection agency. Please keep your account in good standings. The Paytek phone # is 1-866-399-4101.

### **Payment Adjustment (All Locations)**

Kids Place is a non-profit childcare organization and we budget our rates at a “break-even” level, to offer the most affordable childcare for children enrolled full time. We are unable to offer adjustments for illness, absences, and vacation during the school year. Our summer program is a little more flexible and we budget by the week. Parents sign up and pay for only the weeks of service they choose. For parents who choose part time care you only pay for the days your child attends but at a slightly higher rate. Part time care does not receive the benefits of low full day’s fees during the school year.

Your fees pay for direct operating costs: i.e. staff, snacks, crafts, and program supplies. Please take all this into consideration when you figure your families childcare budget. All of these items must be available for the number of children we have in the program. When you enroll your child, you are reserving the time, space, staff, and provisions for your child whether or not he/she attends. Thank you for your understanding as we try to be fair to every family we serve.

### **Holidays and School Closings (All Locations)**

In the event that the school system closes for illness, weather, or an extended holiday, Kids Place – Camp KP Millertown (9140 Millertown Pike, Mascot TN 37806) will be open from 7:00 – 6:00 to serve all children from any of the Kids Place locations. There is no additional charge to your weekly rate if you are enrolled full time. Part time children will pay a full day rate. Please feel free to call the Kids Place main office at 865-933-7716 or check our website [www.kidsplaceinc.org](http://www.kidsplaceinc.org) for opening schedule and details for the day.

All Kids Place locations are closed on New Year’s Day, Martin Luther King day, Good Friday, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve, Christmas Day and the week following. The week between Christmas Eve and New Years is the only week you will not be charged a fee. Your Kids Place location will provide information in their monthly newsletter to inform you of closings and other important information.

## **Withdrawal and Termination (All Locations)**

### **Withdrawal from Kids Place**

If it becomes necessary to withdraw your student from the Kids Place program, for any reason, please give us a two weeks written notice prior to your departure date. If you have paid tuition in advance, a refund will be issued for each subsequent day. If you approach us on your last day, or a few days prior, you will owe two weeks tuition from that day.

### **Termination from Kids Place**

Any one of the following situations shall necessitate removal of a student from our program:

- (1) A child who is excessively disruptive or exhibits exceptionally aggressive behavior which threatens the safety and well-being of self or others in the program.
- (2) A student requiring constant one-on-one attention from the teacher, taking away attention from the rest of the children.
- (3) A 1-week unexplained absence from our program when the teacher, director, and assistant director have been unable to reach the family and tuition is past due.
- (4) When tuition falls more than 1 week behind.
- (5) When alcohol, drugs, or weapons are found on a child.

## **Inclement Weather and Emergency Management Plan (All Locations)**

In the event schools are closed due to inclement weather, please check our social media accounts or our website at [www.kidsplaceinc.org](http://www.kidsplaceinc.org), or call Kids Place, Inc. main office 933-7716 for a recorded message. Kids Place, Inc. has many sites and serves hundreds of children and all road conditions must be considered. Parents are welcome to use other Kids Place sites that are open. Hours of operation during inclement weather are 8:00 am to 5:00 pm. During serious weather conditions, the safety of children & staff is our # 1 concern. Knox County sites that are located in school building will be closed during inclement weather.

### **Snow**

The Kids Place on Millertown Pike – Camp KP will open for snow when there is just a dusting up to 3 inches of snow. However, if there is ice or over 3 inches of snow, Kids Place - Millertown will be closed.

If children are released early from the public school system because of inclement weather, the Early Childhood program will close at 5:00 pm.

### **Emergencies**

In the event of an emergency situation, i.e. floods, tornados, illness, or other serious situations, Kids Place practices and has in place an emergency disaster plan. Parents are instructed in these situations to check our website at [www.kidsplaceinc.org](http://www.kidsplaceinc.org), or call Kids Place, Inc. main office 933-7716 for a recorded message and/or a reunification plan.

Our local area Rural Metro inspects and makes suggestions for our emergency management plan and gives us feedback and yearly updates. We implement and practice our emergency management drills on a monthly basis. The campus fire detector equipment is inspected on a monthly basis by our management team and on a yearly basis by the Knox County fire marshal.



### **Accredited by the American Camp Association (Summer Camp)**

Camp KP - Millertown is proud to be accredited by the American Camping Association (ACA). This nationally recognized program focuses on program quality, health, and safety issues and requires us to review all facets of our daily operations.

KP Camp Millertown and the campus is inspected by the Knox County Health Department and the State and County Fire Marshall. We welcome all our inspectors and the Department of Human Services Child Care Licensing Evaluators.

### **Parent Grievance Policy (All Locations)**

Our grievance policy is designed to help resolve conflicts effectively and professionally through our staff. When conflicts occur, the following procedures will enable you to solve the problems in the proper order.

First, think carefully about the situation and then identify your problem or concern in as specific a manner as possible.

Then -

- Take the problem to the site director;
- If you feel you can't work out the problem with the site director; take your problem to the Executive Director.
- If you feel that the problem is still not solved, the Executive Director will assist you in taking your problem further through the proper channels.

With fairness to the Kids Place organization, their staff, and the families we serve, all issues need to be resolved in a reasonable amount of time. Please let the director or main office know within 48 hours of an incident or occurrence. At that time, inform them of any questions or concerns you may have. Our goal is to resolve situations with fairness to everyone.

A positive approach to solving problems will allow us to resolve conflict in a climate of mutual support and cooperation.

**Kids Place, Inc.**

**9140 Millertown Pike**

**Mascot, TN 37806**

**(865) 933-7716**

**Executive Director - PAM A. WALKER**

**\*\*\* A copy of Parent Resources and The Tennessee Department of Human Services Licensure Rules for Childcare Center are available upon request from the Site Director.**