



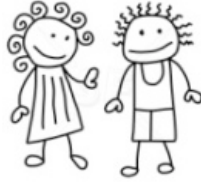
# PARENT HANDBOOK

## Mission Statement

*Our mission is to provide a safe, developmentally appropriate environment for children. We are committed to providing the finest curriculum, materials, and facility. We will provide an experience which promotes each child's social/emotional, physical, and cognitive development. Our goal is to support children's desire to be life-long learners.*

## Philosophy

*At Island Kids Child Care Center we believe that learning occurs naturally when children are provided with developmentally appropriate activities. We believe that children should be provided with many opportunities throughout each day to gain knowledge that enables them to be successful.*



## **Our Team**

*Our team is made up of educated, motivated, and certified Lead Teachers, qualified Assistant Teachers, an educated, well qualified, and knowledgeable Assistant Director, and a passionate, educated Director. Our team is dedicated to making your child feel comfortable, safe, and happy about being at school (Child Care).*

*All of our team will have a New York State Statewide Central database background check and fingerprinting!*

*We are committed at Island Kids Child Care Center to teach your children and inspire them to be all that they can be!*

***Teachers Teaching, Children Learning is what you will see when you enter a classroom at Island Kids Child Care Center!***

## **Dress code for staff**

*Our team will be in proper dress each day. Proper attire will be worn to ensure that the team looks presentable, professional, and qualified to work with your children!*

## Hours of Operation

*Island Kids Child Care Center's* hours are from 6:00 AM until 6:00 PM, Monday through Friday. Hours of care will be contracted from child to child. Childcare will not be provided on Saturdays, Sundays or on the following holidays:

Labor Day  
Thanksgiving  
Christmas Day  
New Year's Day  
Memorial Day  
Independence Day (July 4th)

Early Closings:  
Christmas Eve, 3:00pm  
New Year's Eve, 3:00pm

Please note: Children must be dropped off by 10:00am unless other arrangements have been made with the director.

The above are paid holidays if they fall on a contracted day for your child. In addition, please have a backup childcare provider for these occasions.

## Payment Procedures

### **Rates:**

#### **Full Time, Monday through Friday**

Infant: \$245.00  
Waddler: \$245.00  
Toddler: \$225.00  
Preschool: \$220.00  
Before and After School: \$150.00

#### **Part Time, minimum of 2 days per week**

Daily rate:

- Infant: \$59.50
- Waddler: \$59.50
- Toddler: \$58.50
- Preschool and Pre-K: \$57.50

Before school: \$15.00  
After school: \$15.00

**Half Day, 5 hours or less, minimum of 3 days per week**

Rate: \$45.00

**Half Day of school for school age children:**

**Rate: \$45.00, 6 hours or less**

**School Camp:**

Day off of school, ie: school closing, holiday, snow day:

Rate: \$56.50

Weekly rate of School Camp: \$220.00

**Summer Camp: \$220.00 per week, minimum of 2 days per week**

Daily rate: \$56.50 per day

Half day: \$45.00, 5 hours or less

**Fees:**

Late Payment Fee: \$10.00 per day that payment is not received

\$50.00 NON-REFUNDABLE registration fee per child

Late Arrival fee: \$3.00 per minute. Island Kids Child Care Center closes at 6:00pm. If you are late, the fee will be assessed on your billing invoice. If you arrive at 6:00pm, the teacher, the office staff, and building maintenance are detained.

If you are stuck in bridge traffic, or have an emergency, please call to inform the office that you are going to be late.

**Definitions:**

**Full Time:** Childcare contracted on a set scheduled time slot 5 - 12 hours per day or 5 days per week. It is necessary for us to have a set schedule so that we can have our staff ready for arrival and have your child ready for departure. If you are going to pick up your child after your scheduled pick up time, please call and notify the center so we can have your child prepared for departure at a later time. There is no charge for late pick up.

**Absences:** If your child will not be attending, a one-hour notice of absence is required.

### **Payments:**

All payments are due by pick up or by 6:00 PM on Friday prior to childcare services being provided. After 6:00 PM, the late fee of \$10.00 per day will be assessed. If payment is not made within 7 days, your child will not be accepted into care until payment, including all late fees, is made. If a period of 2 weeks passes without payment received, the contract will be terminated, and the position filled.

Childcare fees are due regardless of whether or not your child attends. You are paying for a position, as well as a service. A position will be considered open until the first weeks' fees are received. Payments will be due regardless of vacations, illness, and the eight holidays the center is closed.

All childcare services will be contracted. The contract is a legal document obligating *Island Kids Child Care Center* to provide a service for you and obligating you to pay *Island Kids Child Care Center* for that service. There are other requirements in the contract. *Island Kids Child Care Center* urges you to thoroughly read the contract and realize that it is legal and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms.

- Regardless of your child's absence, your contracted tuition must be paid for that week due to cover fixed overhead costs
- We will close at 3:00pm on Christmas Eve and New Year's Eve
- For your convenience the center accepts cash and checks
- A bounced check fee of \$35.00 will be charged for any bounced checks

### **Drop Off/Pick Up:**

Please do not leave your car running and unattended in the driveway.

Please do not allow your child to play near the vehicles at any time.

Children must be dropped off by 10:00am. If your child is going to be late, please call or email to inform Island Kids.

No child will be allowed to leave with anyone except the parent, unless indicated on the alternate pickup list, without written permission from the parent.

Anyone unfamiliar to *Island Kids Child Care Center* will be required to show proof of identification. Please make the alternate pick up person aware of the requirements.

It is normal for your child to cry on arrival, especially for the first few weeks. Please make your goodbye brief and tell your child exactly when you will be returning. The crying usually stops within seconds of your departure. Please do not leave without telling your child goodbye.

Please be in control of your child during drop off and pick up times. This is a time of testing when two different authority figures are present, parent and provider, and this situation will be tested at one time or another to see if the rules still apply. The caregiver will remind your child if inappropriate behaviors are being displayed.

Children of all ages adjust to transitions from one activity to another differently. Most do not like to be rushed and most do not like to wait too long once they are ready to depart.

**Court Order:**

If there is a court order keeping one parent or guardian away from the child, *Island Kids Child Care Center* must have a written note/a court order from the custodial parent or guardian on file to that effect.

**Open Door:**

You are invited and welcome to visit anytime your child/children are present. You are asked to avoid visiting during rest time as much as possible. Always check in with the office first. Parents are also free to call at any time.

**Discipline Policy:**

While many issues, hitting, tantrums, etc., are age appropriate, we feel it is best to re-direct the child and always reward positive behavior. We will remove any child who is causing harm or distraction to the other children. They will be asked to “Take a Break” to regain their composure so they can re-join the group. While “Taking a Break” the teacher will assist the child in looking at our “Take a Break” book and talking about what was bothering them. If your child is unable to use words, the teacher will show them pictures to help determine what is bothering the child. If your child’s behavior becomes a constant issue, a conference will be requested to help correct the issue.

**Biting policy:**

If a child bites someone, staff will respond by making sure the child that was bit gets the medical attention needed. After the bite is taken care of properly, staff will sit down with both children and explain to them that it is not appropriate to bite others, it is hurtful, and dangerous. Both parents will be notified of the incident.

## Meals:

*Island Kids Child Care Center* will provide breakfast, morning snack, lunch, and an afternoon snack. If your child does not like what the scheduled lunch is for the day, you may pack your child a lunch. Please mark the bag or lunch box with your child's name. During mealtime children are encouraged to use this time to share their experiences with each other. Manners are taught, and practiced during this time. Please list on the medical report any food allergies your child may have. If your child needs a special diet, the parent must furnish these foods.

School age: If your child is attending for a full day a cold lunch will be provided. This lunch will include a sandwich, fruit, veggie, pretzels/crackers/etc. and drink. If you send in a lunch for your child, remember we are a peanut/treenut free facility.

***\*Island Kids is a Peanut/Treenut free facility***

## Activities:

Age appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. *Island Kids Child Care Center* will offer times for outdoor play, indoor play, stories, instruction, and rest time. These activities will be appropriate to the child's ages, interests, and abilities. *Island Kids Child Care Center* will provide your child with care, understanding, patience, and guidance. All children will have a daily report sheet that will be sent home.

## Dress Code:

Please dress your child appropriately. The activities may be messy. Do not send your child in clothing that you do not want stained. Weather permitting; we will spend a lot of time outdoors. You also need to supply a complete change of clothing in case of an accident. If the child has no spare clothing, *Island Kids Child Care Center* will supply your child with clothing; please return as soon as possible. *Island Kids Child Care Center* will wash any returned items.

## Toys:

Please do NOT send any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain in their cubby until rest time. *Island Kids Child Care Center* is NOT responsible for lost, stolen, or broken toys from home.

## **Rest Period:**

All children under the age of 5 are REQUIRED to have a rest period. No child is forced to sleep, however they must remain quiet. Older children, and those who wake early, will participate in a quiet activity until rest time is over. Please try not to schedule pickup or visits during this time to lessen disturbance to the resting children.

## **Toilet Learning:**

*Island Kids Child Care Center* will assist you in toilet training your child with the understanding that it will be successful only if we work together. *Island Kids Child Care Center* will use pull-ups supplied by the parent. Send your child ONLY in easy on/easy off clothing until they are able to completely undress and dress themselves. *Island Kids Child Care Center* does not launder soiled items and will send them home in a plastic bag. Please replace any clothing sent home the next day.

## **Holidays/Birthdays:**

*Island Kids Child Care Center* will honor major holidays and all children's birthdays. If you would like to bring a special peanut/treenut free store bought treat for the children, please arrange this with the provider. If there is a holiday that your child does not participate in, please inform *Island Kids Child Care Center* of this.

## **Emergencies:**

**Fire:** There is one fire extinguisher located in each hallway. If there is a fire, the children will be evacuated immediately and transitioned to the Grand Island Middle/High School. Once at the school parents/guardians will be contacted immediately. We will practice fire drills monthly so the children will be prepared in the event of a fire. *Island Kids Child Care Center* staff is trained and prepared for any emergency. You will be contacted immediately and informed of what took place during the event of the emergency.

## **Changes to Policies:**

Changes may be made to these policies as needed with 2 weeks' notice. The policy, contracts, consents, and forms will be reviewed and updated, if needed. If you need to make any changes to any of the provided information please give written notice of any changes that may occur, especially of name or address, or of updated immunizations.



## **Enrollment/Disenrollment Requirements:**

Children are accepted for enrollment from the ages of 6 weeks to 12 years old. The center requires the following to be submitted to the director prior to enrollment:

- You will be required to sign a form that indicates you have read, understand, and agree to ALL the Policies as outlined.
- A complete NYS medical form (completed by child's physician) for your child must be on file. This form must not be dated earlier than 6 months prior to admission. The medical report will be valid for one year, except that subsequent examinations for school age children will be in accordance with the School Code. Please be sure to give updated proof of immunizations as they occur, as your child cannot attend if he/she does not have the appropriate immunizations up to date and on file. If your child is school age, you may supply *Island Kids Child Care Center* with a copy of the most recent physical obtained for school.
- A completed Office of Children and Family Services "blue" information card
- First weeks tuition
- A one-time, per child registration fee of \$50.00 for each child
- All appropriate forms must be filled out, signed, and on file PRIOR to admission. All necessary forms/consents will be given to you in your admission package.

The center reserves the right to ask parents to make alternative arrangements for care of a child enrolled at the center if a situation occurs, ie reoccurring behavior problem.

Upon enrollment, your child will be placed in a group based upon his or her chronological age.

Two week notice needs to be given to the director when services are no longer needed.

## **Termination of Care:**

After a TWO-WEEK TRIAL PERIOD, either party can only terminate care with notice. *Island Kids Child Care Center* reserves the right to immediately end care for non-payment, behavior of the child, which is harmful to the physical or emotional well being of the other children, or failure to abide by *Island Kids Child Care Center* policies. If you terminate care without giving two weeks' notice, you will be responsible for payment of the final 2 weeks of care whether or not your child attends. Please be advised that you will be charged your scheduled rate until you notify *Island Kids Child Care Center* that your child will not be returning. Two week notice needs to be given to the director when services are no longer needed.

## Child Abuse/Neglect:

*Island Kids Child Care Center's* staff is required by law to report any suspected signs of child abuse and/or neglect. Every person at *Island Kids Child Care Center* is a trained Mandated Reporter.

## Supplies:

All supplies must be labeled with your child's name. You will need to provide the following things to be left at *Island Kids Child Care Center*:

- 1 complete change of clothing (more if toilet training) to be left at the center in your child's cubby. This includes shirt, onsie, pants, socks, and underwear
- 1 jacket or sweater to be left at the center
- Special toy or blanket, if needed at sleep time
- Diaper Cream
- Sunscreen for 6 months and older

**FOR CHILDREN YOUNGER THAN 18 MONTHS:** (and those not yet potty trained and/or weaned from the bottle)

- Diapers or Pull-ups, 1 full package, they will be stored in your child's cubby and *Island Kids Child Care Center* will notify you when the supply is low.
- 1 box of baby wipes, at least 80 - 100 count.
- Formula or breast milk, and baby food, if applicable. Please date and label with your child's name. If you are using powdered formula, and bottles can be made prior, please do so. If breast milk is being used, please label and date bags of milk.
- Two changes of clothing. Please pay careful attention to maintain current sizes left here.

Note: If you prefer not to supply these items to be left here, you may send them daily in a diaper bag. The option of leaving these items is for your convenience and is not required. However, all of the above items are required for *Island Kids Child Care Center* to care for your child; they will need to be brought daily.

## Health Matters

### **Illness:**

Under no circumstance is a sick child to attend the childcare. The children should be allowed to recover fully from an illness in the comfort of their own home. The other children in care are exposed to any illness your child may bring into the center. If you are unable to remain home with your child, it is your responsibility to make substitute child care arrangements.

## **The following policies will be strictly enforced:**

Children who have exhibited ANY symptoms of infectious illness within the proceeding 24-hour period are likely to be contagious and should remain at home. Examples of associated symptoms include, but are not limited to, fever of 100F measured orally or 101F measured rectally, nausea or vomiting, diarrhea, sore throat, loss of voice, hacking or continuous coughing, yellow or green runny nose, draining eyes or ears, rash, or head lice. *Island Kids Child Care Center* reserves the right to determine whether a child should remain at the center or be sent home. Parents of children who become ill during the day will be promptly notified and are expected to pick up their child immediately. The sick child will, if possible, be isolated from the other childcare children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified. This means if a child is sick throughout the night, the child should not attend the childcare. If a child is too sick to go to school, the child is also to sick for childcare.

## **Medications:**

*Island Kids Child Care Center* has a LPN (Licensed Practical Nurse on site Monday through Friday). The LPN is able to administer medications to children with a doctor's order. Verbal consent via telephone is acceptable, the doctor can fax the order. *Island Kids's* staff is MAT trained (Medication Administration) and is able to administer medications, EpiPens, asthma inhalers, and nebulizers with a doctor's order or verbal consent from parent (One time only).

## **Guidelines for Infant Care:**

*Island Kids Child Care Center* is aware that newborns rarely have a fixed feeding and sleeping schedule. They will be fed when hunger is indicated and rest as needed. A sleepy baby will be allowed to rest, and an alert baby will be attended to. As the baby develops a schedule, meals and naps will be more consistent: breakfast, morning nap, lunch, afternoon nap, and snack.

**AT NO TIME WILL *Island Kids Child Care Center* ALLOW, EVEN AT PARENTAL REQUEST, AN INFANT, TO "CRY IT OUT". ALL BABIES WILL BE HELD OR ATTENDED TO WHEN THEY INDICATE THE NEED.**

Infants will be fed formula or breast milk only (supplied by parents), all babies will be held during bottle feedings until they are able to hold the bottle on their own. *Island Kids Child Care Center* will start feeding the babies baby foods upon parents request. You will also need to supply bottles/cups. All formula, bottles, and food will be labeled with the child's name and date.

Diapers will be changed as necessary. The children will be diapered on a changing provided pad. After each diaper change, the pad will be sanitized. All staff's hands will be washed and sanitized after each diapering.

They will NOT be confined to a crib while awake. The baby will be moved about throughout the day to different areas, or be rocked, held, or carried about to prevent boredom. The use of hugging, snuggling, rocking, singing, and smiling will be abundant.

Infants who can crawl or "scoot" will be allowed to do so freely in the classroom main play area. Exersaucers, jumpers, swings, or high chairs will be used throughout the day.

We try to play outdoors every day, weather permitting. Infants will be placed in an appropriate area (swing, exersaucer, stroller etc.) outdoors, in the shade. Please dress your child for the predicted weather, including socks/shoes and outer covering (jacket, sweater, hat).

Although it can be stressful for parents when their infant has a cold, *Island Kids Child Care Center* will do everything possible (see below) to reduce germ transfer.

Germ control is a priority when children are in care. All toys are sanitized after they are used daily. Noses are wiped as soon as needed, and the caregiver's hands are washed and sanitized afterwards. Children's hands are frequently cleaned with wipes throughout the day.

All infants will be placed on their backs to sleep to decrease the risk of SIDS until the baby is able to turn over on his/her own.

Breastfeeding is strongly encouraged. If you are nursing your baby, please discuss this with *Island Kids Child Care Center* and arrangements can be made concerning nursing at *Island Kids Child Care Center*. A space will be provided to you.