



# Discovery World and Big Kid Academy Policies and Procedures

Revised 07/2017

The following is a comprehensive listing of Teaching World's policies and procedures pertaining to Discovery World Childcare Center and Big Kid Academy. If you have any questions regarding any of the policies or procedures listed here, please contact us at (208) 465-KIDS.

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## *Communication*

Good communication is of the utmost importance. When a new family is accepted into our center, we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the center and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren).

## *Enrollment Policy*

Enrollment packets must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet, please notify your director to update your records.

Enrollment Fee: There is an **annual** \$75 Non-Refundable enrollment fee per child. If you terminate services and wish to return within the same year, you must pay this fee again.

## *Tuition/Payment Procedures*

**Tuition is due in full on 1<sup>st</sup> of each month**, unless other arrangements have been agreed upon. Payment may be made by credit, debit, check, money order or cash. **There will be a late fee of \$20 assessed to your account if tuition is received late.** Repeated late payments may be grounds for termination and parents who are more than 2 weeks late on payment will be denied childcare until account is made current.

If a check is returned for non-sufficient funds, there will be a \$30 fee incurred as a result of the returned check. Childcare services may be halted until full payment of tuition and NSF charges has been made, in CASH. In addition, upon the second returned check within 6 months, only cash will be accepted for 3 months.

## *Late Pick Up Fees*

A \$1.00 per minute late fee will be charged on all pickups that occur after 5:30pm, regardless of circumstance. Late fees are expected to be paid within 7 days of occurrence. **This will be strictly enforced, and habitual tardiness may result in termination of services.**

## *Hours of Operation*

Open Monday-Friday, 7:00am-5:30pm

**NO DROP OFFS ARE ALLOWED BETWEEN THE HOURS OF 12:30-2:30PM**

We maintain an open door policy for parents during daycare hours and parents are always welcome to call or drop in to see their children. We would appreciate your taking into consideration our schedule when dropping in or calling. If you call during the day, please be aware that we may be busy with children and may not be able to answer the phone. If you would leave a message, we will call you back as soon as possible.

**You must notify us by 7:00am if your child is not going to be attending a day that you have reserved care. If the appropriate notice is not given, you will be charged the daily fee. Please call 465-5437 or email to [discoveryworldnampa@gmail.com](mailto:discoveryworldnampa@gmail.com) to provide notice.**

## *Arrivals and Departures*

Children are to arrive clean and fed (unless arriving just before a meal time). We will try our best to send your child home with a clean diaper, and would appreciate the same consideration when you drop off.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our

experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be brief at pick-up times, as well. This is a time of testing, when two different authority figures are present (the parent and the provider). All children will test to see if the rules still apply. During arrival and departure, we expect parents to back up our rules. Please be in control of your child during pick up times.

**Please leave your cell phones in your car so that the director, teachers and your child will have your undivided attention at pick up or drop off time.**

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is **NOT** on that list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification. This is simply a measure taken for the child's protection. **Drop off and pick up are not good times to discuss serious problems. Little ears and minds hear and understand everything. We can set up a time where the issues can be discussed in private.**

#### *Signing In/Out*

We require that all parents sign their child in and out each day. For your convenience, a sign in/out sheet, pen, and a clock are located by the door, this gives us a written record of the child's attendance, hours, and the person who brought/picked up the child each day.

#### *Holidays/Vacations*

The following is a list of the holidays that Discovery World will be closed:

- New Year's Day
- MLK Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (2 Days)
- Christmas (3 Days)

#### *Clothing/Attire*

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather.

#### *Personal Belongings*

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). Exceptions to this policy will be that a child may bring a favorite sleepy toy for naptime only. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

#### *Supplies*

Parents must supply the following items daily:

- Diapers, wipes, pull-ups, powders/ointments, bibs if preferred, blanket and/or stuffed animal for rest time, a complete change of clothes (replace when soiled), sunscreen & a reusable water bottle.
- Eating utensils needed for all snacks and lunch.

Donations help us keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Dress up clothing, costumes, jewelry, hats, etc.
- Paper of any kind, brown, white, colored, waxed, foil, etc.
- Crayons, water color paints, or any misc. art supplies, such as fabric scraps, glitter, pipe cleaners, paper plates, etc.
- G-rated VHS or DVD movies
- IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!

### *Daily Reports*

A report will be prepared for every toddler, each day. It will include things such as what was eaten during snack and lunch time, results of diaper checks OR potty training, length of naps, and various comments about the child's day.

### *Daily Schedules*

#### *Discovery World*

7:00 - 8:30 am- Arrival, breakfast, independent discovery time  
9:00--Potty time, diaper changes  
9:00-10:30 am- Playschool Class time  
(9:30 snack, 10:00 craft time)  
\*\*10:30--Potty time, diaper change\*\*  
10:30-11:00am- Self directed activity choice  
11:00-11:15am- Clean Up, Literature Circle  
11:30am-12:00pm- Lunch  
12:00- 12:20pm - Potty time, diaper changes, nap time prep  
12:30-2:30pm- Quiet time/nap time  
2:30-3:00pm- Potty time, diaper changes, clean up  
3:00pm- Afternoon snack  
3:30pm- Independent play/outside play  
\*\*4:00--Potty time, diaper change\*\*  
4:30-5:30pm- Whole group activity/get ready to go home

#### *Big Kid Academy*

7:00-8:30 am- Arrival, breakfast, independent discovery time.  
9:00-10:00 am- Snack, Outdoor Play, Transition to BKA building.  
10:00-10:55am- Literature time, Brain Gym  
11:00-11:30am- Fine Motor Skills & Craft  
11:30am-12:00pm- Independent Play  
12:00-12:30pm- Lunch  
12:30-1:00pm- Outdoor Play  
1:00-2:00pm- Relax Time  
2:00-2:40pm- STEM Activity & Literature Connection  
2:45-3:00pm- Snack  
3:00-3:30pm- Outdoor Play  
3:30-4:00pm- Free Choice Activity  
4:00-4:15pm- Clean Up  
4:15-5:00pm- Library Time, Transition to DW

### *Meals*

We do not participate in any USDA Food Programs; therefore parents are responsible for providing all snacks and meals while in our care. All children staying the entire day will need two snacks and a lunch. All snacks and lunches are to be ready to eat and contained in a lunch box with an ice pack. **We do not reheat or refrigerate student food.**

All children are to be sent with a reusable sport bottle, filled with water, and labeled with the child's name daily. Please do not send red juice or soda as they will not be served.

### *Cleanliness/Hygiene*

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. All employees are required to wash their hands frequently and also use antibacterial gel.

During rest time, washable mats are used and each child has a separate nap mat. These mats are disinfected weekly.

### *Fire Drills*

We are required, by law, to perform two fire drills per school year. We vary the time of day to help the staff and children prepare to evacuate the building quickly and safely. Evacuation cribs with wheels are used to transport infants and non-walking toddlers to the emergency meeting area.

### *Toilet Training*

When you feel your child is ready for toilet training, we ask that you begin this teaching at home, during a weekend or vacation. We will work in conjunction with you, but not for you. When a child is ready, the process should go pretty quickly. Should you decide to discontinue potty training at home, please let us know.

During toilet training, we ask that children be dressed in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists. Try to avoid really tight clothing, pants with snaps and zippers, and overalls.

### *Nap/Quiet Time*

**We have a designated nap/quiet time daily from 12:30-2:30pm.** ALL children must nap or rest during this time. This time gives children a much needed break during the day. For children who no longer nap, a G-rated movie is shown for them to watch, and they are required to remain on their mat.

**\*\*We do not allow any dropping off of children during this time\*\***

### *Activities/Curriculum*

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, and puzzles are just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times.

### *Discovery World Rules*

There are certain center rules that all children will be taught and expected to follow. This is for the safety and well being of everyone. In addition we realize that we must expect a certain amount of wear and tear where children are concerned, but we do not want to have our center "demolished".

There will be no running permitted in the center. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Children may not walk around the center with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a better environment for all.

No smoking is permitted on the premises; this included parents and staff.

### *Discipline*

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". The use of time outs will be rare except when a brief cooling off period is needed.

If a discipline problem arises that does not respond to the above mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well being of all.

### *Illness*

Discovery World is a "well-child care facility". At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well being and safety of all concerned.

**Sick Child Policy:** Under no circumstances may a parent bring a sick child to daycare, if the child shows any signs of illness, or is unable to participate in the normal routine and regular day care program. Sick children will expose all children and staff members who they come in contact with. **You must notify us by 7:00am if your child is ill. If the appropriate notice is not given, you will be charged the daily fee.**

**If your child is unable to participate in normal daily activities, including being able to play outside, then your child MUST stay home.**

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If you

aren't sure about whether or not to bring your child to care, please call your onsite director to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

**Symptoms requiring removal of child from day care:**

- Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. A child needs to be fever free for a minimum of 24 hours before returning to daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.
- Vomiting: 2 or more times in a 24 hour period. Note: please do not bring your child if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

*Termination Policy*

We reserve the right to terminate a child for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance. We will give two weeks' notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance. Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.

*Revisions to Handbook and Contract*

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks' notice of changes.